



FREQUENTLY ASKED QUESTIONS

AultCare continually integrates strategies to control pharmacy spend for our clients and members. AultSaveRx is AultCare's newest pharmacy transparency tool used to empower members to make the most cost-effective decisions with their prescriptions.

What is AultSaveRx?

AultSaveRx, a pharmacy transparency tool, allows members to search for the most cost-effective price on any generic drug.

Why should I use the AultSaveRx platform?

Members can search for a prescribed medication and review a detailed comparison of different pricing options. AultSaveRx compares your health plan's estimated price with third-party vendors, such as GoodRx. If available, the platform can also display preferred network prices.

The AultSaveRx comparison tool lets members toggle between drug type, quantity, and dosage. Members may also enter their zip code to review an even greater transparent view of all available options.



How do I sign up for an account?

Visit your AultCare member portal and click on the AultSaveRx icon. You will be redirected to a dashboard to search different drugs and compare prices. Follow the steps to enter your drug information to reveal the costs and savings opportunities.



I found the most cost-effective drug. What happens when I go to the pharmacy to pick up the prescription?

Present the savings coupon shown on the AultSaveRx platform via email, text, printed copy, or by showing your mobile device to the pharmacist. Be sure to share with the pharmacist you want to pay the best price for your medication.



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How do I send in my receipt for credit?



Using your mobile device, take a picture of the entire pharmacy receipt. These receipts are usually stapled to the outside of the prescription bag. Using this image, upload your receipt and credit will be applied appropriately.

I am in need of a reimbursement. What happens next?

Use the AultSaveRx platform to submit your receipt. If you paid an amount exceeding your typical copay and the medication is covered under your benefit, a check will be automatically sent to you for the difference.

Will every prescription filled through AultSaveRx count toward my pharmacy benefit?

The prescription would not apply unless all requirements are met. Please refer to your health plan benefits to confirm if your drug is covered.

Does AultSaveRx work with secondary pharmacy benefits?

Applicable to primary plans only, the estimate is based on the current status of the member's copay, deductible, and out-of-pocket expenses. AultSaveRx coupons can only be utilized for the member's primary plan. Coverage will be dependent on applicable plan design and clinical formulary rules.

If I have questions about AultSaveRx, whom should I contact?



Please contact AultCare at 330-363-6360 or 1-800-344-8858 (TTY: 711).
Our hours of operation are Monday – Friday from 7:30 am – 5:00 pm EST.