



United Networks  
of America



## Frequently Asked Questions

United Bay Community  
Credit Union



### United Bay Community Credit Union

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Bay City, MI 48708

989.892.4597  
800.968.7696  
[www.ubccu.org](http://www.ubccu.org)

### United Networks of America (UNA)

*United Networks of America (UNA) is one of the largest providers of value added discount products and services in the United States. UNA is synonymous with exceptional service and innovative solutions. UNA leverages technology to enhance servicing capabilities and to provide “real-time” solutions to their customers.*

*UNA has become more than just a networking company with expanded services that include:*

- Consulting
- Development
- Franchising
- Request-for-Proposal (RFP)

*You can find additional information on UNA at*

*[www.unitednetworksofamerica.com](http://www.unitednetworksofamerica.com)*

## Usage

### Q. How do I use this card?

- A. Take the card to the pharmacy with your prescription to be filled and when processed with your prescription, you will receive discounts on your prescriptions up to 50% on brand name drugs and up to 75% on generic drugs. Discounts will average 30%.

### Q. Will the free drug card help with my co-payments?

- A. No, this card can only be used alone, not in conjunction with any other plan. However, it can be used if your plan does not cover the prescription you require.

### Q. I have Medicare but I'm in the donut hole, can I use this card until the designated year starts over?

- A. The card can be used when in the gap period to purchase medications at a discount. This amount will count towards your deductible to get out of the gap, however, please be advised that receipts must be submitted, indicating you were outside your Part D benefit period when using the card.

## Medication Coverage

### Q. I need to find out if my medication is one of the drugs that you cover.

- A. Almost all medications are covered through this program. Please refer to the website for specific medication and pharmacy location questions or call 1-877-321-6755.

## Pricing/Discounts

### Q. How can I find out how much of a discount I will receive on my medication?

- A. By clicking on medication pricing on the website or call 1-877-321-6755.

### Q. Are the prices on your website before or after the discount.

- A. This is the price that you will pay after the discount.

### Q. Your website says I should have paid \$7.00 and the pharmacy told me my prescription is \$170.00. Why?

- A. Please check the quantity that you entered when pricing your medication. You must enter the number of pills in the prescription to receive the correct pricing. If this does not fix the price difference, please have the pharmacy contact 1-877-321-6755.

## Rx Prescription Drug Card

NAME: \_\_\_\_\_  
RxMBR ID: Customer's Ten (10) Digit Phone Number  
OR Initials & Last 4 Digits of Phone Number  
RxGRP: ASMRUNBAYCCU RxBIN: 610709 RxPCN: 7777  
PROGRAM: UNA RX CARD – UNITED NETWORKS OF AMERICA

POWERED BY:  

NOTE: This card is being provided to you at NO COST. There are no forms to fill out. Simply take this card into a participating pharmacy (see back) with your Rx to qualify for discounts on medications. You also have access to other value added programs listed on back. Each family member must have his/her own card. This card has been pre-activated for immediate use! To obtain information and to print additional cards visit [www.ubccu.org](http://www.ubccu.org).

Compliments of:

  
united bay  
community  
credit union

Customer Service (CSR)  
877.321.6755

Pharmacy Helpline  
800.248.1062

THIS PROGRAM IS NOT INSURANCE  
THIS PROGRAM IS A POINT OF SALE DISCOUNT PLAN

## Pharmacy

### Q. What pharmacy accepts this card?

- A. Most major chains accept the card. Please refer to the website, to check participating pharmacies or call 1-877-321-6755.

### Q. My pharmacy told me that I need to call and activate this card.

- A. These cards are pre-activated and ready to use immediately. If the pharmacy has trouble with the card, please have them call 1-877-321-6755 and they can help.

### Q. I tried to use my card at Costco, and they told me that the Group number is not good.

- A. Have the pharmacy call 1-877-321-6755 while you are there, and they can help them process your card.

### Q. My pharmacy is listed on your website, but when I took the card there, they said they have never heard of this card.

- A. If no one has previously presented the card at your pharmacy, they may not be familiar with it. They just need to enter the information into their system from your card and it will trigger the discounts.