

Copay Waiver Program

Q&As



Q: I just received this mailing from BCBSF about a free prescription! What is this about?

A: For our members who have been taking one of the brand-name medicines listed on the mailing, we are offering a chance to try a generic for free. If you are interested in this program, you can read the mailing to find out more details. You should talk with your doctor or pharmacist to see if a generic medication might be right for you.

Q: I am taking a brand-name medication and I got your mailing. What do I need to do to switch to the generic?

A: You must contact your doctor to find out if a generic medication is right for you. If your doctor agrees, you will need to get a new prescription in order to switch.

Q: I received a new prescription from my doctor for a generic. What do I do now to get it free?

A: To qualify for the copay waiver program, you need to be currently taking an eligible brand-name medication [filled at least once within the past 6 months]. This must also be your first prescription of the generic. If both of these conditions are met, simply take your prescription to your local participating pharmacy (or send it to your mail-order pharmacy) and you will not be charged. The program works automatically!

Q: I filled my prescription for a generic and they charged me a copay. Why is that?

A: The free offer is good for the first prescription only. The offer is only good for members who switch from brand to generic.

Q: My spouse/friend received a mailing about the Generic Copay Waiver Program and I didn't. Can I still get a free prescription?

A: Not everyone who qualifies for the program was sent a mailer. If you have been taking a brand-name medication (from the list attached) and you switch to an eligible generic, your first prescription will be free, even if you didn't receive a mailer. [Exception: the program does not apply to Medicare members.]

Q: I am not taking any of these medicines. Why did I receive the mailing?

A: BCBSF sent the mailing to members whose records indicated were taking these medicines. If it does not apply to you, we're sorry about the inconvenience. You can simply ignore the mailing if you are not taking these medicines.

Q: I pay coinsurance, not a copay. Can I still try a generic medication for free?

A: Yes. If you normally pay a coinsurance percentage, that amount will be waived with your first covered generic prescription.

Q: I am currently taking several brand-name medications from the chart. Can I switch them all to generic and use the Copay Waiver Program?

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A: Absolutely. The Copay Waiver Program applies to EACH switched prescription. If you are taking, for example, three brand-name medications from the list, you may receive the copay waiver for each of the three medicines you switch to a generic alternative.