PROACT + Counter

Onondaga County
Member Benefits Overview

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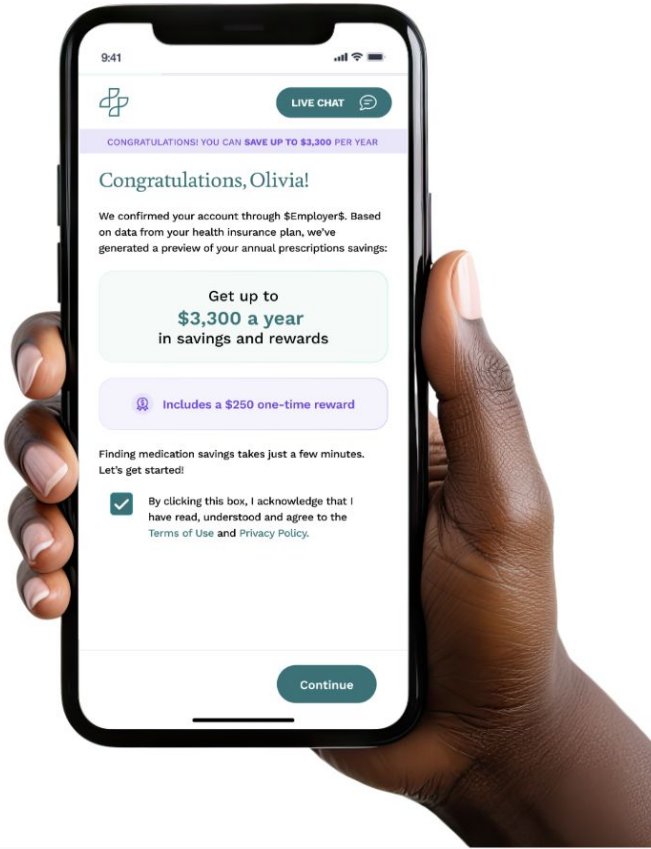
Discover more ways to save

Counter takes the guesswork out of saving on medications by automatically scanning all your options, personalized to you, and handling every step of the process.

Are there **lower cost medication** options?

Are there other **pharmacies** that may have lower costs?

What other available **programs** can help me save?



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Sign Up

Visit my.counterhealth.com/signup or call us to activate your account

YOU'LL NEED:

- Your DOB
- Member ID

QUESTIONS?

Our member services team is available to help.

Visit counterhealth.com, or call us at **833-603-3864**

SCAN TO SIGN UP

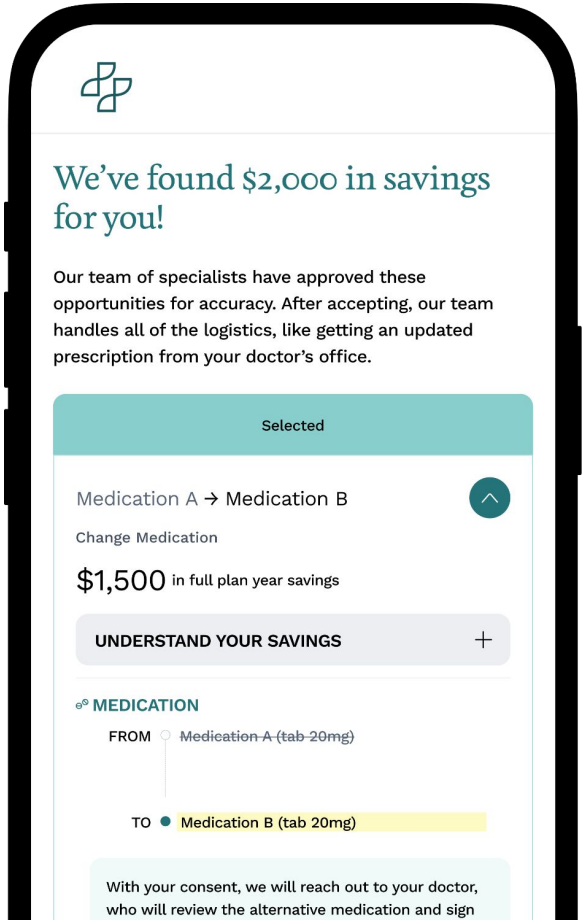
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Review and Accept Savings

- First, verify the medications you are currently taking.
- Then, click in to each medication to **see how much you can save**, and how it will affect your prescription.
- Finally, select **“Accept”** and **“Confirm”** to start the process to claim your savings. We’ll take it from there!

Your dedicated Member Care team is available to answer any questions along the way



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What Happens After You Accept a Savings Opportunity?

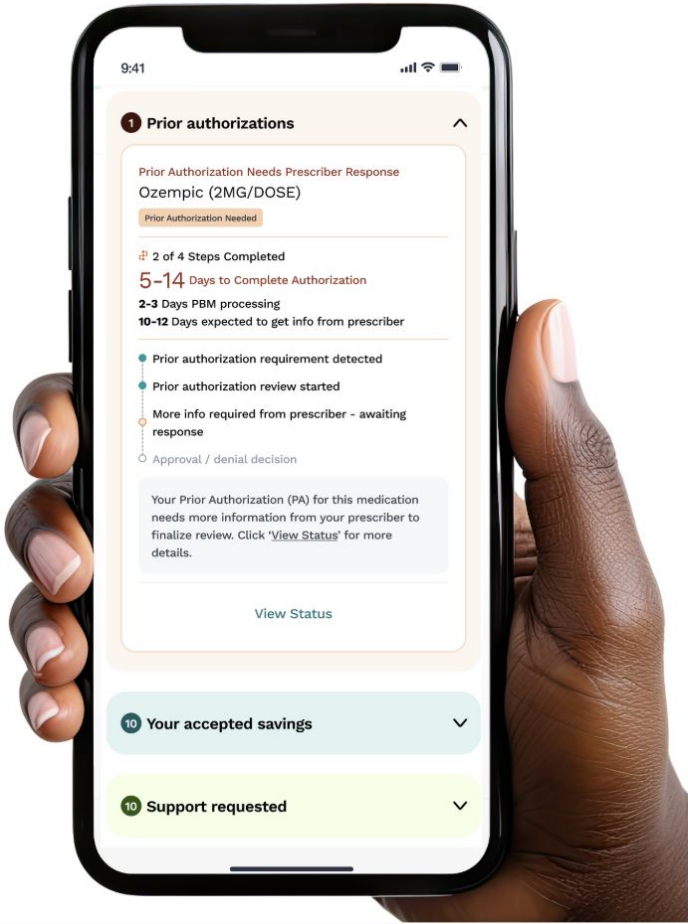
1. The Counter Member Care Team will get to work on **taking the necessary steps** to updating your prescription.
2. We will contact your pharmacy and/or doctor (as needed) on your behalf to **fulfill the requirements** to unlock your savings.
3. We'll send you a message when your prescription is processed by your pharmacy
4. Whenever we find new savings opportunities, we make them available in your **Counter dashboard**



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Prior Authorization Feature

- Get updates on your prior authorization
- Notifications will be sent through SMS/email and web-based dashboard
- Access educational content and actions you can take at each step
- Prescriptions requiring a prior authorization are continuously monitored for PA status changes, including upcoming expirations



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FAQ

01 **Who is eligible?**
All family members that are covered under your employer health plan are eligible to sign up. Members can review personalized savings opportunity on the member dashboard.

02 **What's in it for me?**
On average, we find $100s-$1000s in savings for our members each year. Medications are shipped safely and discreetly to your home at no charge or can be picked up at retail.

03 **This sounds too good to be true. How can I know I can trust Counter?**
Your health is personal and we get it. Our pharmacists and pharmacy techs on staff review your existing health insurance and prescription benefits to ensure that the opportunities we present are personalized, real, and beneficial for you. We are transparent and committed to providing you with accurate information and reliable savings.

Counter's service is 100% confidential. We follow the same HIPAA privacy laws that your health plan, doctor(s) and pharmacy do.

04 **I rely on my medication to stay healthy. How do I trust that you won't disrupt access to my life-saving treatment?**
Your access to essential medications is our top priority. Counter takes care of all the coordination—no more frustration with searching for the best prices or dealing with unnecessary red tape. We handle everything: from coordinating with your pharmacist to, if needed, consulting with your doctor. You'll be kept informed every step of the way, so you're never left in the dark.

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What We Hear From Members

"I was initially skeptical, like these savings couldn't be real. But **I've seen the savings** and it's been really good so far. I have already told some of my co-workers that if they take our company's insurance they need to take up working with Counter, too. "
- Mike T.*, Counter Member

“I thought it would be complicated to exercise my prescription savings opportunities. However, Counter made the process so **easy**, and they did all the heavy lifting.”

- Jessica R.*, who now pays $0 for her medications.

*Names anonymized to respect the privacy of our members