

What if the price that comes up doesn't match the price on the GoodRx coupon?

This can be a frustrating experience for both the patient and pharmacist. Price discrepancies can happen for a few reasons, and we want to help you quickly identify the issue. Here are some things to consider:

1 Did the patient bring in a coupon for the specific medication, dosage, form, or quantity prescribed?

Most of our pharmacy support requests can be easily fixed by helping pharmacists find the right coupon for their patients. Helping the patient find a coupon that matches their prescription will display the most accurate processing information and estimated price. These four items can affect the price of a medication:

- A** Medication Name
- B** Dosage
- C** Quantity
- D** Form

2 Does the date on the coupon match the "fill date" of the prescription?

Prices on the date filled may differ from prices on the date of pick up. Since customers may print a coupon or use a coupon directly from their smartphones, updating the "fill date" will provide the most up-to-date price.

Likewise, if the coupon is outdated, the printed price may not match the price you see in the pharmacy. Prices change regularly and the coupon date can be found at the bottom of the online coupon.

3 Did the customer bring in a coupon for your specific pharmacy?

Prices can vary across pharmacies and zip codes. Helping the patient find the coupon for your pharmacy will display the most accurate estimated price.

4 Is the customer using a GoodRx discount card?

While physical GoodRx discount cards provide a general discount, our online prices are only accessible if a patient uses a coupon from the app or website (printed or on their phone).

5 Is the medication available from another manufacturer or is there another NDC number?

Different manufacturers may have different prices with the pharmacy benefit manager (PBM). If you've confirmed that the medication, dose, form, quantity, and pharmacy on the coupon matches what you're filling and the price still doesn't match, check if you have any other equivalent NDCs in stock and try reprocessing the discount. Similarly, if you are using the NDC for a box that contains multiple individual packages, instead try inputting the NDC for the individual package (or vice versa).

What if the patient has multiple GoodRx coupons, but I don't have the time?

We understand that running multiple coupons for different medications can take a lot of time, and we're actively working on improving the process. **To save time, the same GoodRx coupon or card can be used for different medications, but it may not provide the best price for every medication**, depending on the contracted rates. GoodRx partners with multiple PBMs, each with different contracted medication prices across various pharmacies. Each coupon has a different set of codes that corresponds to a specific PBM network, which determines the medication price. If you decide to only use one GoodRx coupon or card for multiple prescriptions, please be aware that prices may not match what appears on our website.

What if a GoodRx coupon doesn't work for pet medications?

Please enter the vet's DEA number when prompted for an NPI number. You may need to contact the vet to get this information. Veterinarians don't have NPI numbers; they only have DEA numbers. While a DEA number is typically only needed for controlled medications, it is the only prescriber number that will work for pet prescriptions. Additionally, GoodRx coupons only work for medications that are FDA-approved for humans, but also prescribed for pets.

Prescription

Name: Jane Smith
Address: 5678 9th Street, City, State, 11111
Allergies: NKDA
Weight: 165 lbs

DOB: MM/DD/YYYY
Age: 35
Sex: Female
Date: MM/DD/YYYY

1 **A** **B** **C** **D**
ATORVASTATIN 40 MG 30 TABLETS

Refills: 2
Take 1 tablet orally once daily (Physician Signature)

Prescription Bottle Label

Jane Smith
5678 9th Street, City, State, 11111

ATORVASTATIN 40 MG 30 TABLETS

Take 1 tablet orally once daily

XYZ Pharmacy
1234 5th Street, City, State, 11111

Date Filled: 01/25/2020
RX: 000000
QTY: 30
Refills: 2

GoodRx Printed Coupon

GoodRx Discount Drug Coupon

Your Prescription: **ATORVASTATIN 40mg 30 tablets**

Printed on: 01/25/2020

\$5.94

Your est. price at **XYZ Pharmacy** the pharmacy will provide exact pricing.

Customer Questions Call: 1-855-426-4465
Pharmacist Questions Call: 1-855-782-3703

Pharmacist Info:
Member ID: AT399007
RxGroup: GD06
RxBin: 003585
RxPCN: ASPROD1

This coupon was printed on 01/25/2020