UNITED INDIAN HEALTH SERVICES, INC.

Frequently Asked Questions
American Health Care (AHC) Pharmacy Benefit Card

Why did I get this card?
United Indian Health Services, Inc. (UIHS) added this benefit to help clients get medication when they live far from the UIHS Pharmacy.

Where can I use the card?
Right now you can use this card at most community pharmacies. In the future, contracts will limit use to certain pharmacies in Fortuna, Willow Creek and Crescent City that are near UIHS satellite clinics. This card is not for use at the UIHS Pharmacy.

Does this replace my other insurance cards?
No. You must use your primary insurance first and this card could cover some costs after your primary insurance pays their part.

Several cards came in the mail, which one do I use?
Each person should have been sent 2 cards. There was an error and some people got 4 or 6 cards. The "correct" cards have a 12-14 digit number on them, but all cards have the correct group number and can be used at pharmacies.

I didn't get a card in the mail (or I lost my card). Can I get one (a new one)?
All active American Indian clients of UIHS are eligible for this card. If you didn't get one or need a new one, contact AHC Member Services at (800) 872-8276.

What medications are covered by this card?
This card covers the same medications that you can get at the UIHS Pharmacy. This list of medications is called a "formulary".

How do I know which "plan" I am on and what my copay amount is?
The copay for this card is as much $10 per 30 day supply of medication. It may be less depending on your plan. To find out your copay amount you can call AHC Member Services at (800) 872-8276. You can also call this number if you think you are not in the right plan.

Who is on the $0 copay plan?
Clients that are on MediCal or Medicare will have a $0 copay for formulary medications that are covered by MediCal or Medicare part D/private insurance, just as they do at the UIHS Pharmacy. If the formulary medication is not covered by MediCal or Medicare part D/private insurance, there is a copay of up to $10.

Turn over for more FAQs

I have Medicare with a prescription plan but was charged a copay, what do I do?
There was a data issue where Medicare clients were not put in the right plan. This is being fixed and AHC will credit clients that were charged the wrong copay.

What if my card is rejected at the pharmacy or they don't accept my card?
AHC is aware of the card rejection issues and wrong plan assignments. They are working with UIHS and local pharmacies to solve the problems. If your card is rejected, call AHC Member Services at (800) 872-8276. They can correct your information and help you find a pharmacy that accepts the card.

Can I still get medication at the UIHS pharmacy?
Yes, you can still go to the UIHS pharmacy where the cost is $4 per 30 day supply of medication for American Indian clients.

If my medication isn't covered, can Contract Health Services still help me pay for medication?
~~Yes~~. If you are eligible for CHS, medication not on the formulary may still be covered. Contact CHS for assistance at (707) 601-6572 or (800) 675-3693. As long as funds available

What if I can't afford my copays?
CHS may be able to help. Contact CHS for assistance at (707) 601-6572 or (800) 675-3693.

Can I get a 60 or 90 day supply of my medication? How much will it cost?
Yes, but only if your provider writes for a 60 or 90 day supply and your primary insurance covers it. It will cost 2 or 3 times the amount of a 30 day supply. The UIHS Pharmacy can do this as well.

Turn over for more FAQs