

PARTNERS REVIEW

For Service & Savings, Choose Partners™

United American's Partners program was designed with convenience in mind. Through the program, UA policyholders receive significant savings on health care services — including prescriptions — for less than 10 cents a day. There are three different Partners programs available for clients to choose.

Type	Description	Availability & Cost
ACF Partners (not available in AL, CT, KS, MA, MN, MT or NY.)	Combines automatic claims filing with discounts on vision, dental, hearing, chiropractic and drugs.	UA Medicare Supplement customers — \$3 a month
UA Partners (not available in AL, KS, MA or NY.)	Discounts on vision, dental, hearing, chiropractic and drugs.	New and existing UA health (underage, LTC, Cancer) clients and new Life clients — \$3 a month
Stand Alone UA Partners (not available in AL, KS, MA, MJ or NY.)	Discounts on vision, dental, hearing, chiropractic and drugs.	Anyone who's not a UA policyholder or any existing life customer who doesn't have Partners — \$36 a year

When using their card for prescription savings, remind customers of the following:

- Discounts are available only from participating providers — members should always consult their personalized list.
- Membership cards must always be shown to the pharmacist at the time of transaction. Participation in Partners does not begin until the membership card is received. If the pharmacist has questions, instructions are on the back of the card.
- Not all drugs are discounted. The drugs which are discounted as well as the discount rate, does change periodically.
- Partners members always get the lowest price of the day at participating pharmacies.
- Some pharmacists don't print discounts on their receipts, so if the receipt does not reflect a discount, it does not mean it was not received.
- Prescriptions purchased through the mail order pharmacy result in higher savings.
- Help from **Partners Customer Service** is just a phone call away — **1-800-308-0374**.



Important Prescription Drug Clarification

Some Partners members and Agents are being told — regardless of the prescription problem described — the company will arrange for discount reimbursements if the member simply sends in a prescription receipt. This is not true. From time to time we do experience some computer system delays in issuing Partners cards to new members or getting them enrolled at the Partners pharmacy network. Some of these situations might result in a refund of the \$3 per month membership fee, but not reimbursement of a missed drug discount opportunity.

*In order to expedite the resolution of the few situations that require special Home Office handling, please use the prescription drug problem form, but **do not send prescription receipts unless we ask for them.** If you have further questions, our new Home Office Partners specialist is Pat Vigliorolo. She can be reached at (972) 569-3702.*