



Frequently Asked Questions

What we do

What is Counter Health?

Counter Health is a free prescription savings platform available to you at no extra cost through your existing benefits package. Counter partners with ProAct, your pharmacy benefit manager, to find you savings on your prescription medications.

What does Counter do?

Counter confidentially works with your doctor, pharmacy and health insurance plan to save you money on your prescriptions, handles all required steps to get you your medications, and sends you step-by-step updates via email, text, and online member portal. Counter makes saving money on your prescriptions easy and efficient.

How does Counter work for me?

Counter's Member Care Team partners with ProAct to understand your prescriptions and health insurance benefits. Then we work with pharmacies to find your medications at the lowest cost possible to you. When cost-saving opportunities are available for you, we text you to let you know. You review all details about your savings opportunity in our member portal and make a decision. We coordinate all required steps to get you your medication including working directly with your doctor and pharmacy, so that the process is easy and simple for you.

What are the specific ways Counter helps me save?

One: finding you lower-cost pharmacies, two: identifying lower-cost potential alternative medications, three: helping you apply available discount cards and coupons, four: coordinating all aspects of your prescription transfers.

See how much you can save by signing up today: my.counterhealth.com/signup

About your benefit

Am I eligible?

If you have health insurance through your employer and are over the age of 18, you are eligible!

Are there any fees or costs associated with Counter's services?

No! Counter is available through your existing benefits package at no extra cost to you.

Is my family eligible for Counter?

All family members over the age of 18 that are covered under your health plan are eligible. You can invite your family members to create their own accounts here discover.counterhealth.com

What should I do to get started?

You will receive an email to enroll, or you can visit my.counterhealth.com/signup. Simply complete the 2-minute sign up process, and then see your potential savings on your prescriptions through Counter's easy-to-use, mobile-friendly dashboard.

What happens when I start taking a new medication?

Counter continuously searches for savings opportunities on both your existing medications, and any new or changed medications you may start taking in the future. Whenever we find you savings, we'll reach out by text and email to let you know.

Counter is neither a pharmacy nor a prescriber. Note that Counter's optimization relates to potential cost savings only. Counter has not analyzed the effectiveness or other therapeutic aspects of these medical alternatives or undertaken any medical judgment. Whether it is medically appropriate to switch prescriptions should be determined by your prescriber. Personalized savings estimates are based on the date of calculation, and values are subject to change.

All images are for illustration purposes only and may not be exact representations of the product and savings opportunities.



Frequently Asked Questions

Your privacy and security

Is the information I share confidential?

Yes, Counter is 100% confidential. Counter follows the same HIPAA privacy laws that your health plan, your doctor(s) and your pharmacy do.

What privacy measures are in place?

Your privacy, security and the protection of your personal health information are our top priority. We have extensive measures in place to ensure HIPAA and legal compliance, login authentication, secure messaging, and data security. If you'd like to learn more, visit my.counterhealth.com/privacy-policy.

Do I have to send my medication list to Counter?

No. We work directly with your pharmacy benefit manager to understand the medications you may be taking so we can find you savings opportunities. After you sign up, we ask you to verify the list of medications you're currently taking to ensure your savings opportunities are accurate.

Getting customer support

Can I speak to someone at Counter if I have questions?

You can reach out via phone or chat to our Member Care Team at any time during our working hours for support. We want to make the process as easy as possible for you, and are here to help you in any way.

Will my doctor be informed about my medication and pharmacy changes?

If you accept a savings opportunity, our Member Care Team works on your behalf to coordinate any savings requests with your doctor's office and pharmacy as needed. Then we coordinate all aspects of getting you your medication at a lower cost.

I have more questions. What should I do?

You can easily contact our Member Care Team by visiting counterhealth.com, or call us at 833-603-3864.



You're invited to sign up and see your personalized savings!

Scan the QR code with your smartphone camera or visit my.counterhealth.com/signup