



WELCOME TO YOUR PHARMACY BENEFITS



KYRA KLUEH,
Patient Care Representative

The word “change” probably creates some uncomfortable feelings.

In this case, a change in your pharmacy benefits is actually a good thing.

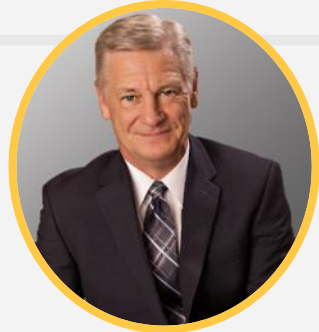
trueDifference

A patient-focused approach.



WE ARE PHARMACISTS + STRATEGISTS

HELPING YOU GET THE MEDICATION YOU NEED WITH EASE AND CARE.



IMPORTANT NEXT STEPS FOR YOU



**LOOK FOR YOUR
NEW CARD**
IN THE MAIL



**SHOW YOUR
NEW CARD**
AT YOUR PHARMACY



**CREATE YOUR
ACCOUNT**
[TRUERX.COM/MEMBERS](https://trueRx.com/members)

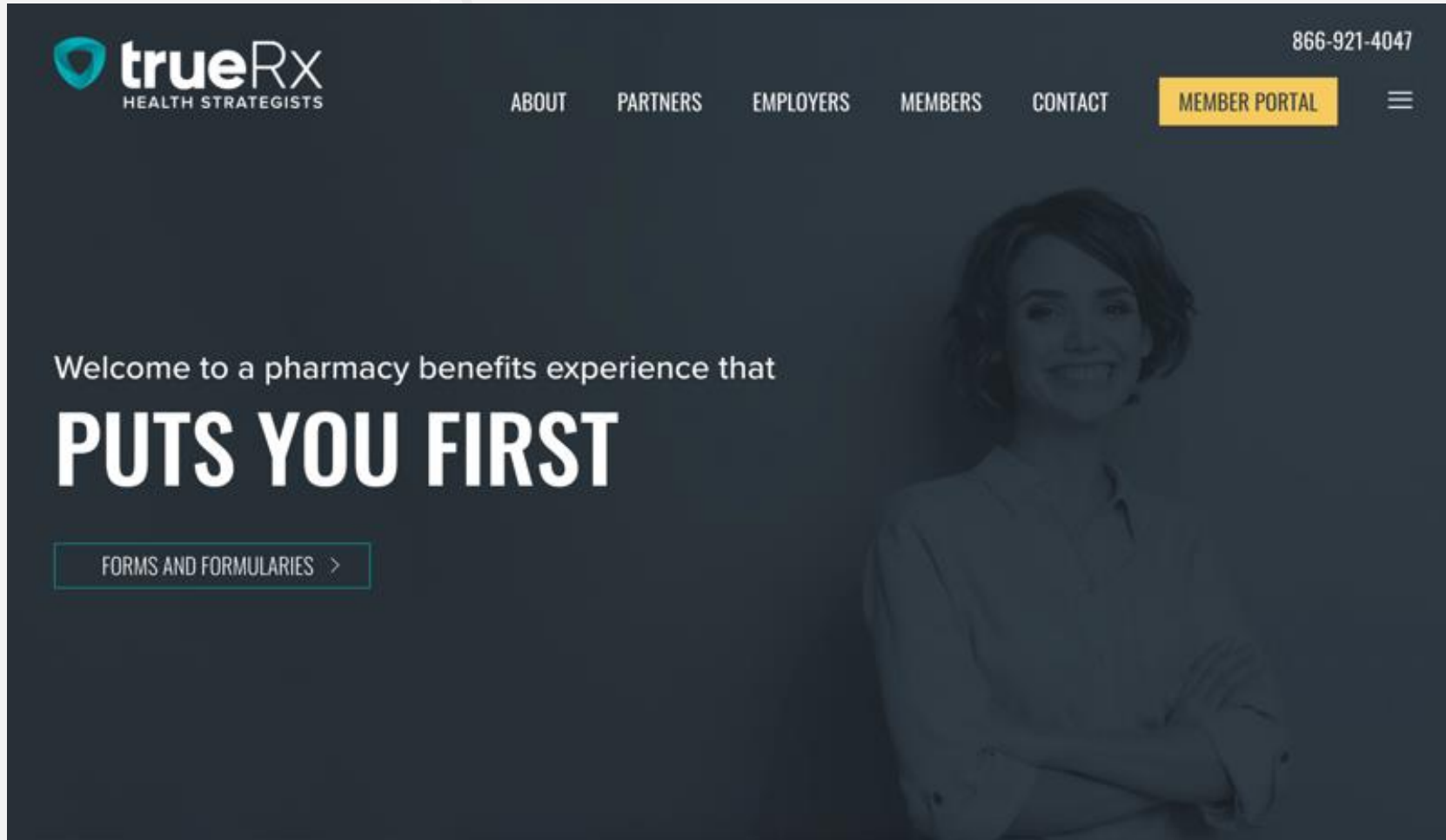


**DOWNLOAD
THE APP**

ACCESS YOUR BENEFITS



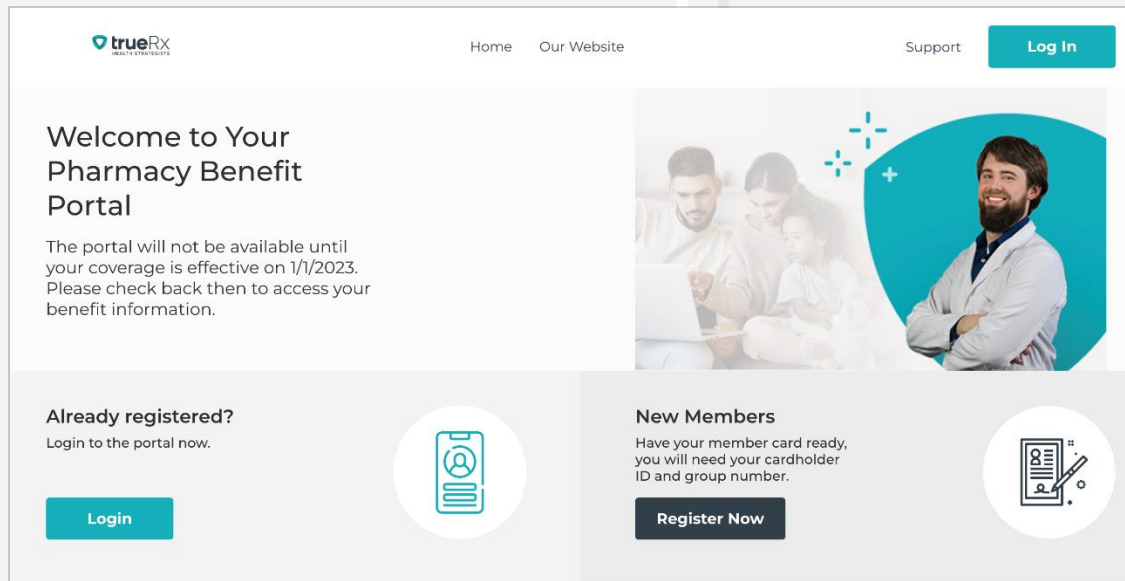
TRUERX.COM IS EASY AND PROVIDES SECURE INFORMATION



The screenshot shows the homepage of trueRx Health Strategists. The header features the trueRx logo (a teal shield icon) and the text "trueRx HEALTH STRATEGISTS" on the left. On the right, the phone number "866-921-4047" is displayed. A navigation menu includes links for "ABOUT", "PARTNERS", "EMPLOYERS", "MEMBERS", "CONTACT", and "MEMBER PORTAL" (which is highlighted in yellow). A hamburger menu icon is also present. The main content area has a dark background with a faded image of a smiling woman. The text reads: "Welcome to a pharmacy benefits experience that" followed by the large headline "PUTS YOU FIRST". Below this is a button labeled "FORMS AND FORMULARIES >".


ACCESS YOUR BENEFITS TWO WAYS

Membership Portal

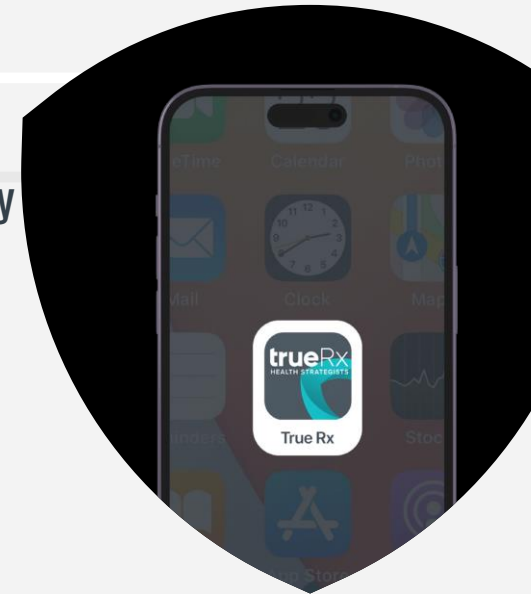


Use the membership portal at mytruerox.com/member-portal

Download the App

Download the app by searching "MyRxPlan"  in the App Store (iOS) or Google Play (Android).

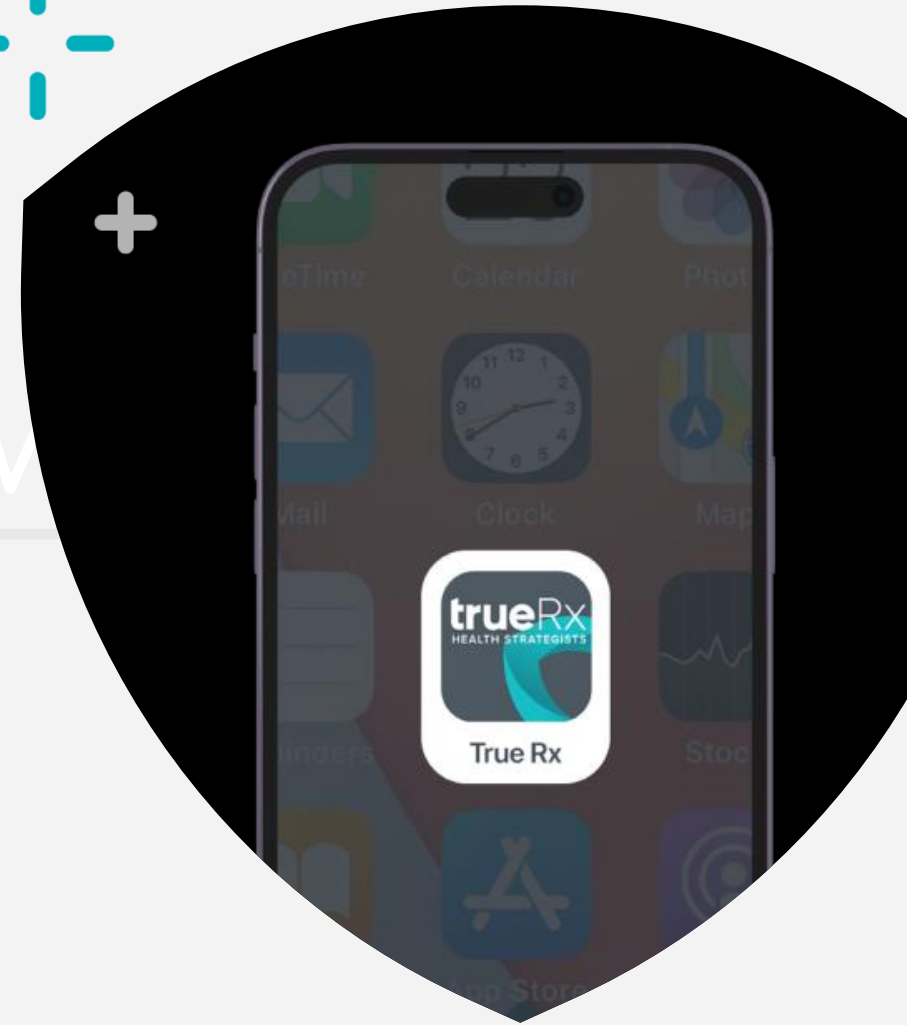
Once you download and set up the MyRxPlan app, you will see the app logo change to the True Rx logo.



MEMBER PORTAL AND APP FEATURES

1. View your prescription insurance card.
2. Compare prices at different pharmacies.
3. See your coverage and deductible.
4. Review your claim history.
5. Check medication information.
6. Find a pharmacy locator.

**Instant access to your pharmacy
benefits information with ease
and convenience.**



FREQUENTLY ASKED QUESTIONS



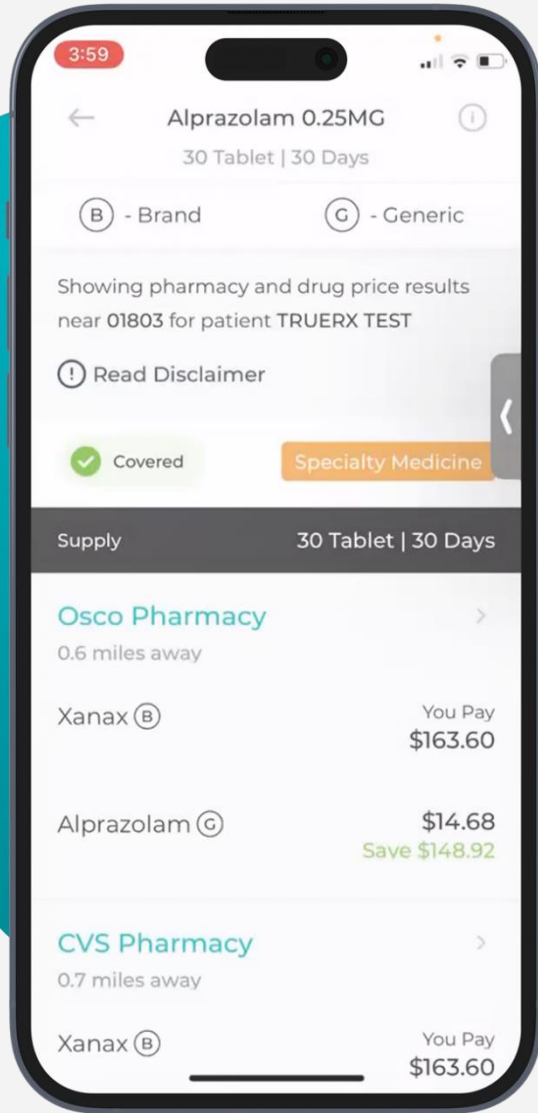
IS TRUE RX HEALTH STRATEGISTS A PHARMACY?

No, we're not a pharmacy. We're your pharmacy insurance provider.

You will continue to receive medications at your local pharmacy while we work in the background to make sure you're getting prescriptions with ease and accuracy.



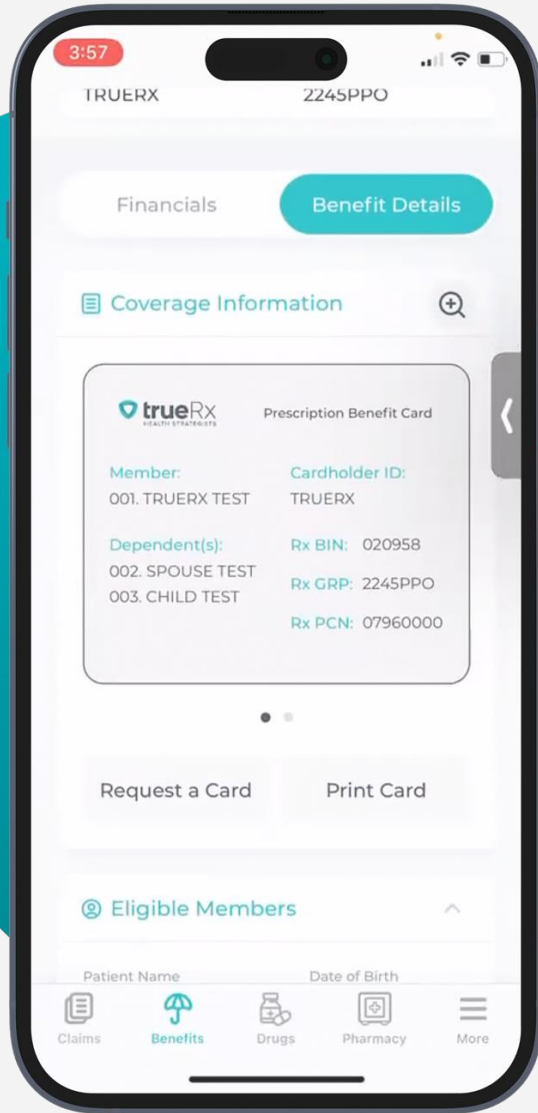
BRIDGET TROUSDALE,
Patient Care Representative



HOW MUCH WILL MY MEDICATION COST?

You can find the cost of your medication, your copay amounts, and your deductible using the app.

You can also log in to truerx.com/member-portal or call Patient Care at 866-921-4047.



HOW DO I GET MY PRESCRIPTIONS FILLED?

Simply take your insurance card to your local pharmacy.

You can also access your card on your phone with the app.

WHICH PHARMACY SHOULD I USE TO FILL MY PRESCRIPTION?

You have access to 66,000+ pharmacies nationwide and easy resources to find the pharmacy nearest you.

Download the app
Check in your member portal
Call us at 866-921-4047



WHAT SHOULD I DO IF MY CLAIM IS DENIED OR DELAYED?

Please ask your pharmacy to update your insurance card information. This usually solves the issue.

If you are still having difficulty, please call Patient Care at 866-921-4047.



JAYDA GILMORE,
Patient Care Representative

MAIL ORDER



HOW DO I CONTINUE MY MAIL ORDER SERVICE?

If your employer offers home delivery options, contact WB Rx Express.

We can transfer your existing prescriptions from your current pharmacy.

wbrxexpress.com or 833-391-0126





When you contact WB Rx Express, you will need to provide:

1. Your name, phone number, and home address.
2. Your insurance card information.
3. Your payment information.
4. If your doctor provides a new prescription, they will need to send it to WB Rx Express by electronic prescribing, phone, fax, or mail.

SPECIALTY MEDICATIONS



HELP WITH HIGH-COST PRESCRIPTION ACCESS

If you take a specialty or other high-cost medication, the SHARx advocacy program will contact you and provide access to those specific prescriptions.

Look for a welcome email from SHARx or call 314-451-3555, Option 1.



SHARX@SHARXPLAN.COM



CHRIS FUNG-ON,
Trade Relations Manager

YOUR PHARMACY BENEFITS

All of these resources are available
on January 1, 2024.





YOU'RE MORE THAN A NUMBER

At True Rx Health Strategists, you become our patient. Our patient care team is trained in **YOUR** pharmacy benefits plan.

Please call with your questions.

THANK YOU

Your team of pharmacists and patient care experts are ready to help.

Phone: 866-921-4047
Monday-Friday 8am – 9pm EDT

Email: hello@truerx.com
Website: truerx.com/members