

# New Member Pharmacy Benefits Kit



**trueRx**  
HEALTH STRATEGISTS

[www.truerx.com](http://www.truerx.com)  
866-921-4047  
[hello@truerx.com](mailto:hello@truerx.com)

# WELCOME TO YOUR NEW PHARMACY INSURANCE.

The word “change” probably elicits some uncomfortable feelings. In this case, a change in your pharmacy insurance is actually a good thing. We’re a team of pharmacists helping you get the medication you need with ease and care.



Daniel W., Pharmacist  
True Rx Health Strategists

## The **true**Difference:

**You’re more than a number.** At True Rx Health Strategists, you become our patient. Our motivation is your health and quality of life.

**Smart medication choices** are made by ethical health care providers. Our formularies are designed to keep you healthy and productive.

**Affordable specialty.** If you take a specialty medication, your dedicated case manager will reach out and share potential savings for your medication.

**Our mobile app** lets you compare your medication price at different pharmacies and access your medication history.

## NEXT STEPS

- 1 **LOOK** for your new insurance card in the mail.
- 2 **TAKE** your new card to your pharmacy.
- 3 **CREATE** your account at [truerx.com/member-portal](https://truerx.com/member-portal).
- 4 **DOWNLOAD**

**trueRx** App

## How do I continue my mail order service?

If your employer offers home delivery options, you will need to contact Postal Prescription Services as soon as possible at [www.ppsrx.com](http://www.ppsrx.com) or 800-552-6694.

## 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.

## How do I get my prescriptions filled?

Soon, you will receive your new insurance card in the mail. Simply take your new insurance card to your local pharmacy. You can also access your card on your phone with [trueRx App](#).

## How much will my medication cost?

You can find the cost of your medication on the [trueRx App](#) and compare prices at different pharmacies in your area. You will also see your deductible and other specific information based on your insurance plan.

## What should I do if my claim is delayed or denied?

The first thing you should do is take your new insurance card to your pharmacy to make sure they have your new insurance information. If you're still having difficulties, please give us a call. Our customer service representatives are experts in your pharmacy benefits plan.



Ashley G., Pharmacist  
True Rx Health Strategists

**We're here to answer any additional questions.**

Reach us at [hello@truex.com](mailto:hello@truex.com) or 866-921-4047.

©2021 True Rx Health Strategists



866-921-4047  
[hello@truex.com](mailto:hello@truex.com)  
[truex.com](http://truex.com)

# GET INSTANT ACCESS TO YOUR PHARMACY BENEFITS.

## trueRx App



### It's easy to get started:

- 1 Register online at [truerx.com/member-portal](https://truerx.com/member-portal).
- 2 Click "Create New Account" to create username/password.
- 3 Download the app by searching "True Rx" in your app store.
- 4 Enter your new username and password.

### Everything at your fingertips:

View prescription insurance card.

Compare medication pricing.

See coverage and limits.

Review claim history.

Check medication information.

Find pharmacy locator.

Price It!	
Estimated Price	
OMEPRAZOLE 40 MG CAPSULE, DELAYED RELEASE	
POSTAL PRESCRIPTION SERVI...	Your Cost \$0.50
FAMILY PHARMACY INC	Your Cost \$0.58
WILLIAMS BROS. HEALTH CAR...	Your Cost \$1.74
CVS PHARMACY	Your Cost \$3.69
WALMART PHARMACY	Your Cost \$4.59

Download **trueRx App** by visiting [truerx.com/members](https://truerx.com/members).

Reach us at [hello@truerx.com](mailto:hello@truerx.com) or 866-921-4047.

# ACCESS TO YOUR MEMBER PORTAL

Your online member account is a safe, secure way to view your pharmacy benefits information. Download the mobile app for even more convenience.



## ONLINE INSTRUCTIONS

- 1 Go to [truerx.com](http://truerx.com) and click “Member Portal”.
- 2 Enter your First Name, Last Name, Member ID, Date of Birth, Relationship to Cardholder, and Gender in the appropriate boxes.
- 3 Create a Username and Password and select your security questions.
- 4 Explore your member portal.

You can check coverage limits and payment details. You can price drugs. You can research drug information. You can look at claim history and use the pharmacy locator. If you have any questions on how to navigate, please call 866.921.4047.

# trueRx App INSTRUCTIONS

Once you have created your member portal account, you have the option to download the app to your smart phone.

- 1 Type in the search bar of your play/app store, “True Rx Mobile”.
- 2 Log in with your username and password. This will take you to a page that shows your current prescriptions.
- 3 You have options on the bottom of the screen. Click “Price it” to compare medication costs at different pharmacies. Click “Pharmacies” and search for pharmacies by location. Click “View” to see your ID card. Click “More” and you have the option to call us for support.

## FORGOT YOUR USERNAME OR PASSWORD?

If you have forgotten your username, go to “I Forgot My User ID”. Enter your first name, last name, member ID, date of birth, and email address. Next, answer your security questions. Once you enter your security questions correctly, you will see your username.

If you have forgotten your password, go to “I Forgot My Password”. Enter your user ID that you created for your member portal account. Click next. Confirm your email. You can change your preferred email address on this screen. You will then receive an email with a link to create a new password.

**We're here to answer any additional questions.**

Reach us at [hello@truerx.com](mailto:hello@truerx.com) or 866-921-4047.

©2021 True Rx Health Strategists



866•921•4047  
[hello@truerx.com](mailto:hello@truerx.com)  
[truerx.com](http://truerx.com)

# ORDERING PRESCRIPTIONS BY MAIL

Your pharmacy insurance plan offers the convenience of a 90-day supply of medications delivered to your home through Postal Prescription Services (PPS), a mail order pharmacy.



## Your Online Account with PPS

- 1 Go to [ppsr.com](https://ppsr.com) and select the “Create an Account” option in the lower left-hand corner.
- 2 Enter your email address, create a password, and click the blue “Create Account” button.
- 3 Connect account to a patient profile for yourself or someone you wish to manage on the “Add a Patient” page of the website.
- 4 New Patients - If you have not filled a prescription with PPS or The Kroger Family of Pharmacies, you will need to fill out a new patient request form by selecting “Request New Patient”.
- 5 Follow the steps to set up your patient profile and request your first prescription fill. You will be able to “Add Online Prescription Management” once you have your PPS prescription number.

## Online Ordering New or Transferred Prescriptions

You have three ways to order new or transferred prescriptions. Generally, it takes 3-5 business days for PPS to contact your prescriber or pharmacy to obtain your prescription(s).

- 1 Once you have created an account, you can select “Add a Prescription” from the left navigation menu and follow the on-screen steps for PPS to request a new prescription from your doctor or a transferred prescription from another pharmacy.
- 2 Create an online account and ask your doctor to send a new prescription to PPS by electronic prescribing, phone, or mail.
- 3 If your doctor gives you a paper prescription, create your online account at [ppsr.com](https://ppsr.com) and mail the paper prescription to PPS at **PPS Prescription Services, PO Box 2718, Portland, OR 97208-2718**.

## How to Order Refills

If your doctor has prescribed a refill, then Postal Prescription Service will send you a refill slip with your medication order. When you need the refill, just detach the refill slip, and mail it back with your completed order form and co-pay. If you cannot locate your refill slip, list the prescription numbers and the names of the medication on the order form. The prescription number is in the upper left-hand corner of the label on your medication container. Refills may also be ordered by phone by calling the toll-free number listed in this brochure. Please remember to have your credit card information and the prescription numbers you would like to order ready. **You can also order refills through our website at [www.ppsrx.com](http://www.ppsrx.com).**

## Refills Too Soon?

Refer to the reorder date on your refill slip. For your safety, refill orders placed too early cannot be filled and may be returned.

## Delivery Times

Please allow two weeks for delivery from the date you mail your order. Your order will be delivered to the address you requested by United Parcel Services or first-class US mail. In case of emergency, prescriptions can be shipped overnight for an additional charge to you.

## Generic Drugs

Generic medications will be substituted for brand-name medications when available and allowed by the prescribing physician. PPS utilizes only those generic medications rated highest by the FDA.

## Service & Safety

Postal Prescription Services' registered Pharmacists review each prescription for accuracy before dispensing and perform checks to assure all prescriptions are dispensed correctly. We maintain computerized patient profiles to prevent adverse reactions with other prescriptions you are receiving from Postal Prescriptions Services. Should any questions arise regarding potential adverse reactions, our pharmacist will contact your doctor or you, before dispensing the medication.

## Payment Options

PPS accepts MasterCard, Visa, Discover, American Express, personal checks, and money orders. If you are paying by check or money order, PPS must receive these forms of payment before shipping your order. You can add or update credit card information from your "Cart" when checking out. **Please contact PPS customer service at 800-552-6694 for assistance.**



Postal Prescription Service is open  
Mon. – Fri. 6 a.m. to 6 p.m.  
Saturday 9 a.m. to 2 p.m., Pacific Time  
[www.ppsrx.com](http://www.ppsrx.com)

## Contact True Rx Health Strategists Customer Service

Reach us at [hello@truerx.com](mailto:hello@truerx.com) or 866-921-4047.

©2021 True Rx Health Strategists



866•921•4047  
[hello@truerx.com](mailto:hello@truerx.com)  
[truerx.com](http://truerx.com)



Have more questions?

Contact us at 866-921-4047 or [hello@truerx.com](mailto:hello@truerx.com).



866-921-4047  
7 Williams Brothers Drive  
Washington, IN 47501