

2024 New Member Pharmacy Benefits Kit



www.truerx.com
866-921-4047
hello@truerx.com



WELCOME TO YOUR NEW PHARMACY BENEFIT

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



Daniel W., PharmD, BCPS
Pharmacist

The trueDifference.

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

Affordable and personalized specialty for those taking specialty medication. Your dedicated case manager will share potential savings for your medication.

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

CALL OUR PATIENT CARE TEAM

Live representatives answer your call



866-921-4047

Monday - Friday 8 am to 9 pm ET

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.
- 4 DOWNLOAD** the app by searching "MyRxPlan" in the App Store or Google Play.

FREQUENTLY ASKED QUESTIONS

How do I continue my mail order service?

If your employer offers home delivery options, you will need to contact WB Rx Express as soon as possible at www.wbrxexpress.com/mail-order or 833-391-0126.

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 much will my medication cost?

You can find the cost of your medication by using the member portal at truerx.com/member-portal or by downloading the "MyRxPlan" app to compare prices at different pharmacies in your area.

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

If you're having difficulties, please give us a call. Our patient care representatives are experts in your pharmacy benefits plan.



Ashley G., PharmD
Pharmacist

We're here to answer any additional questions.

Reach us at hello@truerx.com or 866-921-4047.



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YOUR PHARMACY BENEFIT MEMBER PORTAL INSTRUCTIONS

1. Visit truerx.myrxplan.com and **Click on the Register Now button**.
2. From your pharmacy or medical/pharmacy insurance card, enter the following:

- ✓ Cardholder ID
- ✓ Rx Group Number
NOTE: Your Rx Group Number will start with the letters TRUE. Please enter TRUE and the numbers that follow it (shown).
- ✓ First and Last Name
- ✓ Date of Birth

Click Continue



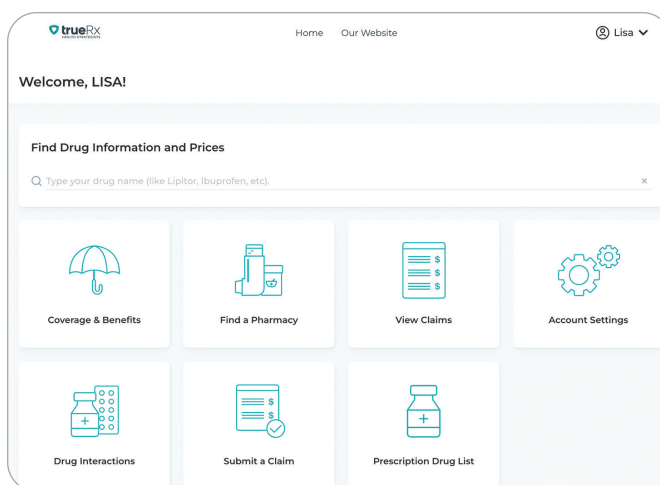
3. Enter your cell phone number, email address, and create a password. **Click Finish** to submit.
4. A verification code will be sent to your cell phone. Enter it. **Click the Checkbox** for Trust this Device **Click Verify**.
5. From the login screen in step one, click on the Log In button and enter your email address and password **Click Continue** to sign in.

We're here to answer any additional questions.

Reach us at hello@truerx.com or **866-921-4047**.

To View Medication Prices

- In the Find Drug Information and Pricing field near the top of the page, **enter your medication name**.
- **Choose the appropriate strength of the drug prescribed for you** (for example, 10 mg), the total quantity of pills, and the days supply (30 days, 60 days, etc.). Please note the quantity information button: this is not how many pills you take daily, but the quantity you pick up at the pharmacy.



To View Your Insurance Card

- **Click on Coverage and Benefits**. You will be able to see your insurance card, along with buttons that allow you to print the card or order a new card if needed.

To View Pharmacies Near You

- **Click Find a Pharmacy**.
- Enter your zip code and **Click Search**.
- Choose your favorite pharmacy by **Selecting Set as Default** under default status.

You can also view claims, change your account settings, see drug interactions, and submit a claim through the member portal.

We're here to answer any additional questions.

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INSTANT ACCESS TO YOUR PHARMACY BENEFIT

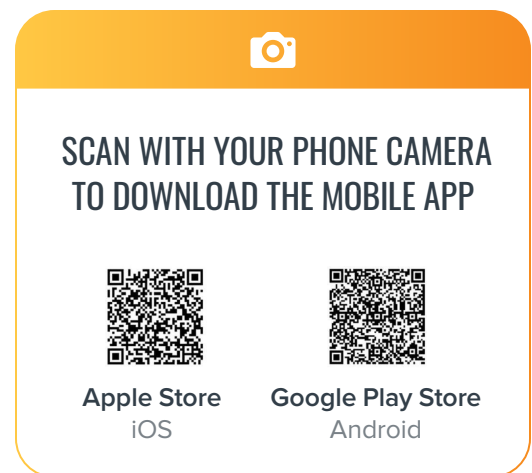


It's easy to get started:

1. **DOWNLOAD** the app by searching  "MyRxPlan" in your app store.
2. **REGISTER** for your online account with your Card Holder ID, Group Number, Your First and Last Name, and Date of Birth.
3. **CLICK SAVE** and Continue.
4. **FINISH** the Two-Step Verification Process.
5. **NOTICE** the MyRxPlan logo change to True Rx Health Strategists.

Everything at your fingertips:

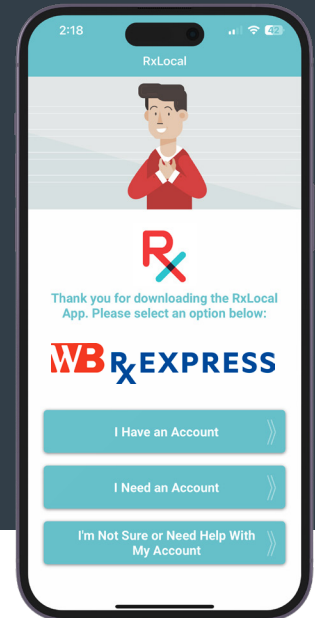
- ✓ **View** prescription insurance card.
- ✓ **Compare** medication pricing.
- ✓ **See** coverage and limits.
- ✓ **Review** claim history.
- ✓ **Check** medication information.
- ✓ **Find** a pharmacy.



We're here to answer any additional questions.

Reach us at hello@truerx.com or 866-921-4047.

WELCOME TO YOUR PRESCRIPTION HOME DELIVERY SERVICE



True Rx Health Strategists Offers Mail Order Service with WB Rx Express

WB Rx Express is a mail order pharmacy offering you personalized care to ensure a seamless patient experience. We support you every step of the way to start your home delivery service. We make it easy to manage, refill, and get information about your medications.

How To Get Started

Your Prescription Home Delivery Service Starts January 2024.

Once your pharmacy benefits are active, you will:

- 1. RECEIVE** an email and a text message notification containing mail order information for your current prescription(s).
- 2. VISIT** wbrxexpress.com and click  Login or download the RxLocal App by searching "RxLocal" and look for the icon: 
- 3. CREATE** your RxLocal profile:
 - ✓ Enter your name, birth date, and phone number.
 - ✓ Use the prescription identification number provided in your email.
 - ✓ Click agree to terms and services.
 - ✓ View your medication profile and order your prescription(s).
- 4. CALL** WB Rx Express at **833-391-0126**.

This is an important initial call to ensure you receive personalized service, including your medication(s) delivery is on time, your shipping address is correct, and your payment information is updated.
- 5. RECEIVE** a confirmation text with shipment notification and delivery tracking number.



If you do not receive an email with a prescription identification number, **VISIT wbrxexpress.com and click [Sign Up](#)**. Complete the form and WB Rx Express will contact you within two business days to start the enrollment process.

Monday-Friday, 8am-8pm ET

PHONE: 833-391-0126 | **FAX:** 855-899-3925 | wbrxexpress.com
1998 State St. Washington, IN 47501



The Easiest Way to Transfer Prescriptions

Ask your doctor to send your prescription(s) to WB Rx Express by electronic prescribing, calling 833-391-0126 or by fax at 855-899-3925.

Ordering Refills

Your Mail Order Service Starts January 2024.

Once your first prescription has been received, you have three convenient ways to request future refills

- WB Rx Express will enroll you into an automatic refill program after your initial fill. This program is designed to ensure you do not miss any doses with the convenience of receiving your medications on schedule.
- Download the RxLocal App or visit **wbrxexpress.com** and click “Login RxLocal” to refill prescriptions from your phone.
- Refills may be ordered by phone by calling 833-391-0126. Please remember to have your credit card information and prescription number ready.

Please notify WB Rx Express 14 days prior to needing a refill or not wanting your medication to automatically refill. Expedited shipping is available for a fee.

Limitations of Mail Order

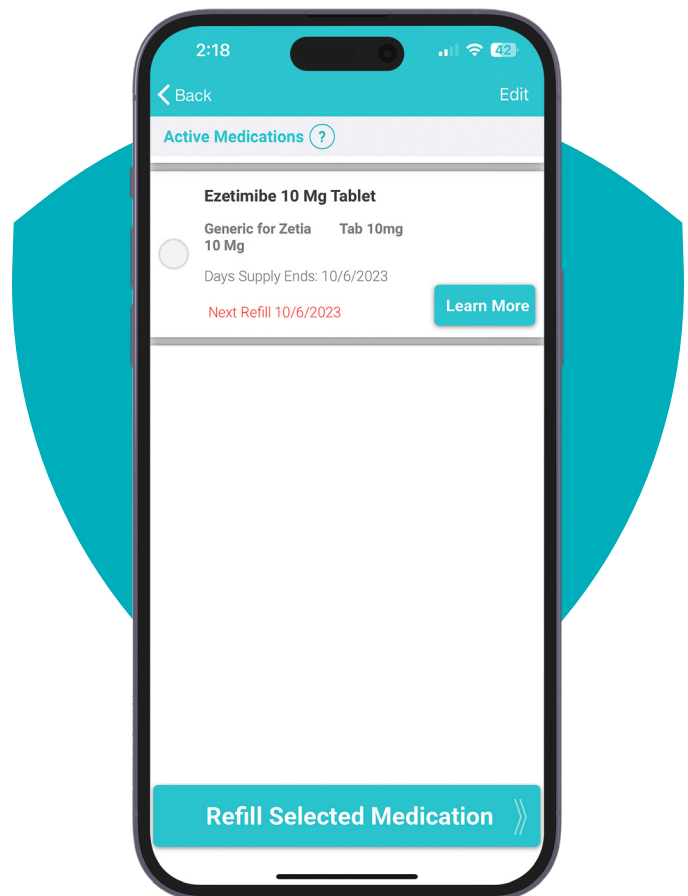
- Please use your local pharmacy for a 30-day or less supply of medication.
- For your safety, refill orders placed too early cannot be filled and may be put on hold until the earliest fillable date.
- True Rx Health Strategists and WB Rx Express take the opioid crisis seriously. To protect abuse of these medications, WB Rx Express does not deliver controlled substances via mail order. Please fill all controlled substances at your local pharmacy.

Payment Options

WB Rx Express accepts MasterCard, Visa, Discover, and American Express.

RxLocal App Features

- After initial setup, login to the App and simply select refill my prescriptions and follow the prompts.
- You can receive notifications when your medication is ready to be filled, set up reminders to take medications, view health information including drug allergies, or send a message to the pharmacy.



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WB Rx EXPRESS

GENERIC: A SMART STEP TO LOWER YOUR PRESCRIPTION COSTS

Wondering if a generic drug will work just as well as the name brand?

CHECK OUT THESE FOUR FACTS ABOUT GENERIC MEDICATIONS.

1. Effectiveness

Generic medications are tested and thoroughly reviewed to make sure they are just as effective as the brand-name drug.

2. Safety

Generic medications must use the same active ingredients as the name brand.

3. Quality

The FDA requires that a generic drug manufacturing plant meets the same high standards as a plant for a brand-name drug. The FDA conducts more than 3,500 on-site inspections each year.

4. Cost

Generic drugs can cost 30 to 95% less than brand-name drugs. Brand-name drugs are pricier because they had to be developed from scratch, a process that takes 12 or more years.

Talk to Your Doctor About Generics

Talking to your doctor about generic versions of your medications is one step to lowering your prescription drug costs and saving money. Your doctor and your pharmacist can answer questions about generics for specific medications.

We're here to answer any additional questions.

Reach us at hello@truerrx.com or 866-921-4047.

Have more questions?

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