

# 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 trueDifference :

**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** 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 the 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@truerx.com](mailto:hello@truerx.com) or 866-921-4047.

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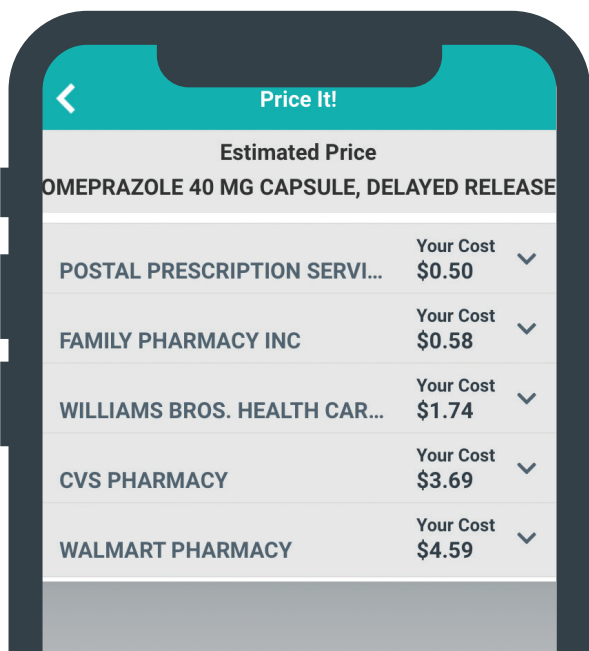
# trueRx App

Get Instant Access to Your Pharmacy Benefits  
With Ease and Convenience.



## It's easy to get started:

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



## Everything at your fingertips:

- 1 View Prescription Insurance Card
- 2 Compare Medication Pricing
- 3 See Coverage and Limits
- 4 Review Claim History
- 5 Check Medication Information
- 6 Find Pharmacy Locator

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