

## Welcome to True Rx

True Rx provides members with a wide selection of prescription benefits programs that focus on quality and cost-effective healthcare solutions, driven to improve you and your family's overall health. We're pleased to welcome you to True Rx.

To fill your prescription needs, we offer more than 65,000 pharmacies, representing major chains, regional pharmacies and independent stores. To locate a pharmacy, you can visit our website at [www.truerx.com](http://www.truerx.com) or contact one of our Customer Service Representatives at **1-866-921-4047**.

Show your ID card each time you fill a prescription at a network pharmacy. They will enter your card information and collect your share of the payment. If you have any questions regarding your prescription benefit program, please call True Rx Customer Service at **1-866-921-4047**.



## Your Prescription Benefit Program

Your prescription benefit program helps you and your eligible family members get the prescription medications you need conveniently and at affordable prices. We are committed to:

- Providing quality prescription benefit programs that meet your needs and the needs of your family.
- Promoting the use of safe, economical and clinically appropriate medications.
- Helping you save money and providing convenient access to your prescription medications.
- Helping you achieve the best possible health outcomes.

## Customer Service

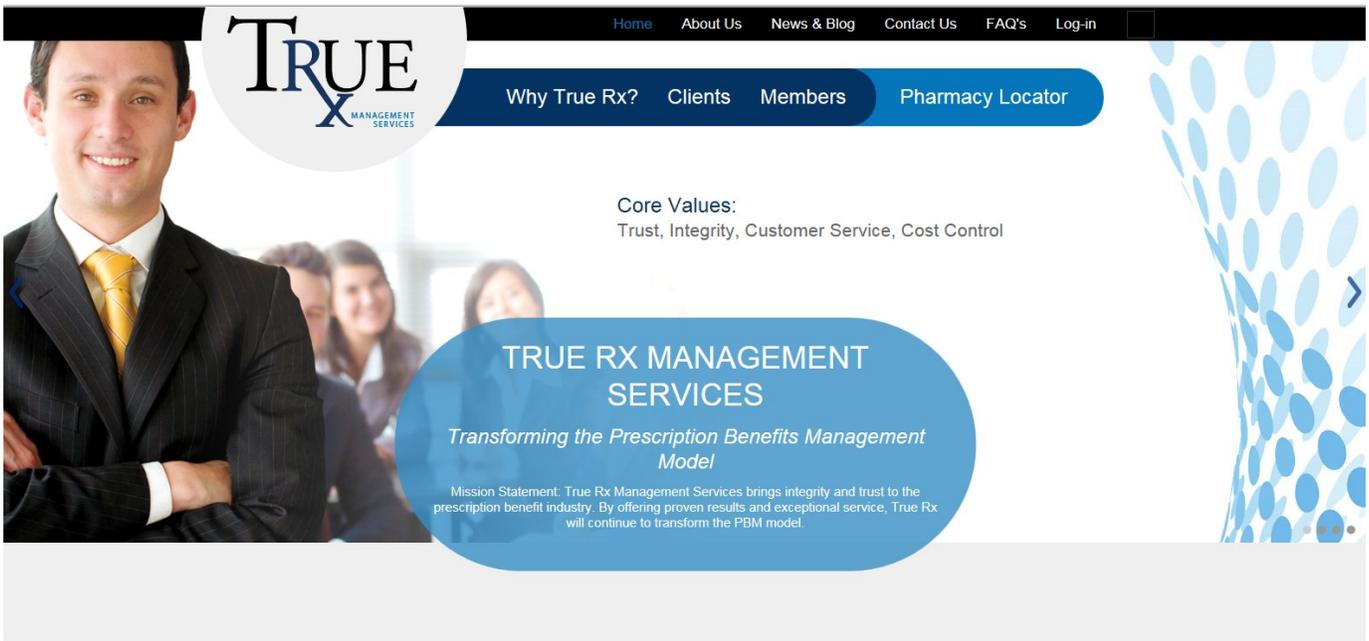
Our friendly Customer Service staff is available to address any concerns discreetly and with a professional attitude. Please contact our customer service representative toll free at (866) 921-4047 with any questions.



# Online Resources

## Information and Health Tools are Just a Click Away

Our website, [www.truerx.com](http://www.truerx.com), is easy to use and offers a fast, safe and secure online environment to manage your prescriptions and find helpful information and more.



The screenshot shows the homepage of the True Rx Management Services website. The top navigation bar includes links for Home, About Us, News & Blog, Contact Us, FAQs, and Log-in. Below this is a secondary navigation bar with links for Why True Rx?, Clients, Members, and Pharmacy Locator. The main content area features a large image of a smiling man in a suit on the left. To the right, the text reads: "Core Values: Trust, Integrity, Customer Service, Cost Control". Below this is a blue oval containing the text "TRUE RX MANAGEMENT SERVICES" and "Transforming the Prescription Benefits Management Model". At the bottom of the oval, a mission statement is provided: "Mission Statement: True Rx Management Services brings integrity and trust to the prescription benefit industry. By offering proven results and exceptional service, True Rx will continue to transform the PBM model." The background of the page features a pattern of blue circles of varying sizes.

## Online Tools\* available at [www.truerx.com](http://www.truerx.com) include:

- **Find a Pharmacy**—Locate a retail pharmacy. This is especially helpful if you travel frequently and need to find a pharmacy while you're on the road.
- **Drug Information**—Find information about prescription medications, such as common uses, use instructions, cautions, side effects and more.
- **Drug List**—Check your Plan's drug formulary to find out what medications are covered
- **Member Health Education**—Get information about common diseases, medications and other consumer-related questions.

\*Not all of these features are available to all users; availability varies by Plan.

## Information and Security You Can Trust

You can rest assured when you visit [www.truerx.com](http://www.truerx.com) your personal information will be safeguarded. You can also be confident in the reliability and quality we provide.



## True Rx Contact Information

### Departments/Services for Members/Pharmacies

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Website	www.truerx.com
Customer Service	1-866-921-4047
24 Hour Pharmacy Help Desk	1-800-699-3542

### Departments/Services for Physicians

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Prior Authorization Phone:	1-866-921-4047, Press option 1 Fax: 1-812-254-7426 (8 a.m.—6 p.m., ET, Monday-Friday)
Specialty Pharmacy:	1-866-921-4047, Press option 1 Fax: 1-812-254-7426 (8 a.m.—6 p.m., ET, Monday-Friday)

### Department Hours

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Customer Service	8 a.m.—6 p.m., ET, Monday-Friday
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If you need to communicate in another language, our customer service team will promptly conference you with a professional phone interpreter. When calling True Rx Customer Service simply state *“interpreter – desired language”* and remain on the line while we connect you with our interpreter services.

### Refill Emergencies

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If you need help getting your medications due to an emergency or natural disaster, call Customer Service. When allowed by your plan, we can help you get an immediate refill from a local pharmacy.

If you are having a medical crisis, call 911 or contact your local emergency assistance service immediately.