



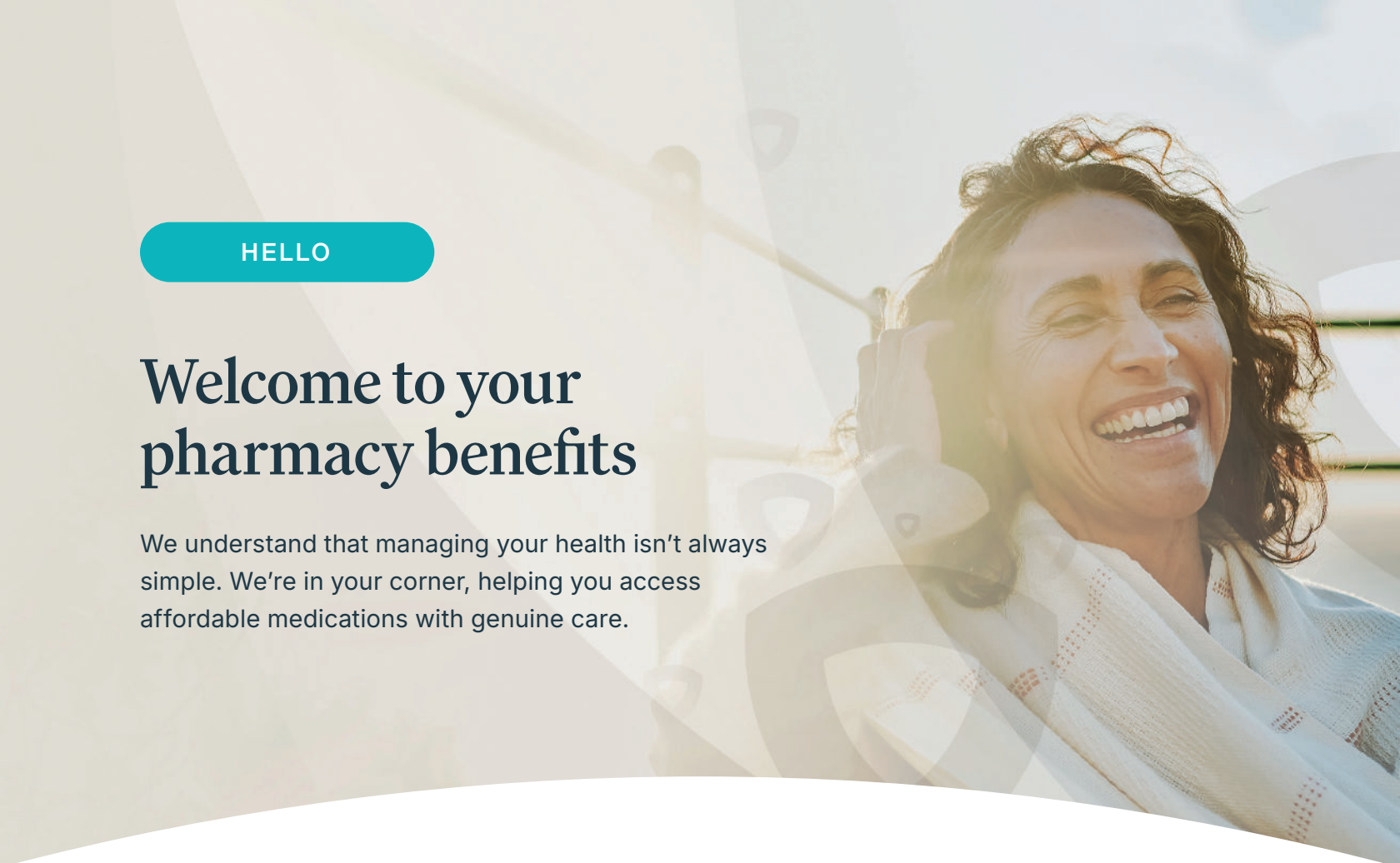
2027

Pharmacy benefits *welcome kit*

truerx.com

866-921-4047
hello@truerx.com





HELLO

Welcome to your pharmacy benefits

We understand that managing your health isn't always simple. We're in your corner, helping you access affordable medications with genuine care.

Within this welcome kit:

In this welcome kit, you will find essential topics and resources to help you navigate and make the most of your pharmacy benefits.

Next steps for your pharmacy benefits

Guidance on how to get started with your pharmacy benefits, including important actions to take.

Answers to frequently asked questions

Commonly asked questions and their answers to help you better understand your pharmacy benefits.

How to access your benefits

Step-by-step instructions on how to download our mobile app, True Rx+, in your app store or use the member portal.

Mail order options

Skip the pharmacy line and have your medication delivered.

You're more than a member number. You are *our patient*.

Your well-being is our priority, and we are here to support you every step of the way.

Live representatives answer your calls and chats

Our Patient Experience representatives are specially trained to address your pharmacy benefit questions.

Support for specialty medications

Dedicated care managers and clinical pharmacists are highly experienced in addressing the complexities and costs of specialty medications providing you with personalized care.

Manage your benefits anywhere with the True Rx+ mobile app

Access your insurance card and plan details, compare medication prices at local pharmacies, chat with a live True Rx Health Strategist, and more.

Next Steps

01

If you receive a new insurance card for the upcoming plan year, **be sure to bring it with you to the pharmacy.**

02

Download True Rx+ in your app store or use the member portal at "member.myplantruex.com" .



Frequently asked questions



How much will my medication cost?

To view the closest estimate of the amount you would pay for a medication, use the price check tool in the “Savings Center” in the True Rx+ app or member portal.

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

The primary reason a prescription is delayed or denied is that the pharmacy lacks necessary insurance information from your new ID card. Be sure to give the pharmacy your updated information. If you have questions, give us a call or chat with us through the True Rx+ app. Our Patient Care team would be happy to help.

What should I do if I need a Prior Authorization?

Some medications require a prior authorization (PA). This means your provider must submit documentation showing the medication is safe, effective, and meets certain criteria set by your plan and FDA regulations. Your medication will only be covered once True Rx approves the PA.

You can check the status of your PA in the True Rx+ app and member portal.

I take a specialty medication. What should I do?

You have access to a dedicated specialty care manager to help address any questions you may have. Please give us a call and we would be happy to assist you.

Patient Care Team

Live representatives answer your **call** Monday – Friday 8am to 8pm ET, or **chat** with a team member through the True Rx+ app.

 866-921-4047 |  True Rx+ mobile app



Kyra, Patient Care Manager

Medication delivered to your door

Skip the pharmacy line and receive personalized care.

As part of your pharmacy benefits through True Rx Health Strategists, mail order services are offered through WB Rx Express, an affiliate company of True Rx, for your convenience. With WB Rx Express, you can manage, refill, and get information about your medications with ease, while receiving exceptional service.

Like True Rx, WB Rx Express is a family-run pharmacy serving communities for decades. It's the place to go if you want personalized and friendly service that is convenient and accessible.

Zero hassles—WB Rx Express makes medication management easy.

WB Rx Express offers options to simplify your medication refills:

- ✓ ***Synchronized refills***
Sync your medication fills to get them all at once.
- ✓ ***Prescription autofill***
Refills are automatically shipped before you run out.
- ✓ ***Never miss a dose with WB DosePak!***
Pharmacists sort your medications by day and time, making it easier for you take them exactly as prescribed.

Did You Know?

By ordering a mail order 90-day supply, you can stock up and enjoy savings for months to come.

- 98% PATIENT SATISFACTION
 - 99.8% QUESTIONS RESOLVED IN ONE CALL
 - 5 SECOND AVERAGE TIME TO ANSWER
 - PRESCRIPTIONS SHIPPED IN 24-48 HOURS*
- *Average processing time



Get Started in Three Easy Steps

step
01

Go to wbrxexpress.com and click "Get Started".

step
02

Complete the online form and click the red "Submit" button.

You can also set up your account by calling the pharmacy at 833-391-0126.

step
03

WB Rx Express will contact you within two business days to verify your account and medication information.

Kindly inform us at least 14 days in advance if you need a refill or wish to cancel your automatic refill.

Mail Order Medication Prices in the Member Portal

Mail order pricing is integrated with the True Rx+ app and member portal, member.myplantruex.com. Compare mail order pricing with retail pharmacies in your area.

Payment Options

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

Limitations of Mail Order

- Please use your local pharmacy for a 30-day or less supply of medication.
- Refill orders submitted prematurely may be delayed until the earliest allowable date for processing.
- For your safety, WB Rx Express does not dispense Schedule II controlled substances.

PHONE: 833-391-0126 | **FAX:** 855-899-3925 | **Monday-Friday, 8am-8pm ET** | wbrxexpress.com



Low-Cost Medication with Personalized Care

Mark Cuban Cost Plus Drugs is an in-network mail order pharmacy for patients

True Rx Health Strategists has teamed up with Mark Cuban Cost Plus Drug Company to provide you with another easy option to get low-cost medications. You can choose to purchase your medications directly through the Cost Plus Drugs website, costplusdrugs.com. You may also access the Cost Plus Drugs website through the True Rx+ app or member portal, member.myplantruerox.com.

Medications ordered through Cost Plus Drugs will be considered in-network for your insurance plan.

- ✓ The cost of your medication will apply toward your insurance deductibles and out-of-pocket maximums.
- ✓ Your co-pay will be applied following your pharmacy benefit plan guidelines.
- ✓ You can rely on the True Rx Patient Care team for help with your pharmacy benefit questions.

It's Easy to Get Started with Cost Plus Drugs

step **01**

Check to see if your medication is available

- Visit CostPlusDrugs.com and click see all medications.
- If you see your medication, follow the steps to create an account.

step **02**

Create your account

- Enter your basic health information, your True Rx pharmacy insurance card information, and your health care provider information.

step **03**

Ask your doctor to send prescriptions to Cost Plus Drugs

- Click how to contact your doctor for information to help when asking your doctor to send in your prescription.

step **04**

Look for your confirmation email and complete your medication order

- You will receive an email from Cost Plus Drugs when they receive your prescription.
- Be sure to check request insurance price to have your prescription process with your True Rx insurance.
- Enter your shipping address and payment information.
- Your medication will be shipped to your doorstep.

Manage your pharmacy benefits *anytime, anywhere*



Say *hello* to True Rx+, an enhanced app and portal

True Rx+ is more than just a pharmacy app. It's your personalized digital pharmacy experience designed to help you stay informed, save money, and get support when you need it the most.

What you can do with True Rx+



View your
insurance card and
plan details



See your active
prescriptions, deductible,
and out-of-pocket status



Compare
medication prices
at local pharmacies



Track prior authorizations
in real time



Set refill
reminders



Chat with a live True Rx
Health Strategist

Download True Rx+ *today!*





Contact us: 866-921-4047, hello@truerx.com or
chat with us using the True Rx+ mobile app.



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