trueRx
HEALTH STRATEGISTS



2027

Pharmacy benefits *welcome kit*

truerx.com

866-921-4047
hello@truerx.com


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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	*Answers to frequently asked questions*	*How to access your benefits*	*Mail order options*
Guidance on how to get started with your pharmacy benefits, including important actions to take.	Commonly asked questions and their answers to help you better understand your pharmacy benefits.	Step-by-step instructions on how to download our mobile app, True Rx+, in your app store or use the member portal.	Skip the pharmacy line and have your medication delivered.

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Changing the World of *Health Care*

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.myplantruerx.com".

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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.myplantruerx.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.myplantruerx.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.

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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!*

SCAN ME

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Integrated Discount *Program*



Simplified Savings at the Pharmacy

True Rx's **Integrated Discount Program** provides access to the best medication price available as part of your pharmacy benefit. The program automatically compares available discounts to instantly provide you the best price available at point of sale.

Show your insurance card at the pharmacy – *no additional action needed!*

Your Experience, Made Easy

True Rx's Integrated Discount Program offers an easier experience with no upfront work, unlike third-party prescription discount cards, which require you to take extra steps like enrolling or searching for digital coupons.

With your True Rx pharmacy benefit, the discount is automatically applied, and payments count toward your deductible and out-of-pocket maximum.

This program is not available in all states. Please contact True Rx for more information.

Questions?

Connect with your Health Strategists:
Available Monday to Friday, 8:00 AM - 8:00 PM EST
Call us at: **866-921-4047**
Email: **hello@truerx.com**

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tr Advocate

Specialty Medication *Patient Care Solution*



Personalized Care for Your Specialty Medication Treatment

True Advocate assigns an experienced Care Manager from True Rx Health Strategists to help you manage the challenges and costs of specialty medications. Your Care Manager will answer questions and assist in lowering your medication costs.

What You Can Expect

If you take a specialty medication, a Care Manager will call to provide information about the True Advocate program.

If approved for assistance, your medication is typically $0 and delivered directly to you.

Your specialty medication may be sourced from an international pharmacy when applicable, to provide the lowest possible cost.

Contact our patient support team

Available Monday to Friday, 8:00 AM - 5:00 PM EST
Call us at: **866-921-4047**
Email: **hello@truerx.com**

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tr Assist

Unlock Savings and Optimal Care with True Assist



Your Trusted Partner for Co-Pay Assistance

As Health Strategists, we take a patient-first approach to health care and cost savings. True Assist helps you reduce your out-of-pocket costs for high-cost medications by providing access to manufacturer co-pay cards and personalized care.

Expert Medication Guidance and Support

True Rx is dedicated to helping you access any financial assistance you qualify for, potentially reducing your medication costs to as low as $0.*

Medications Included

Select brand medications, included on your covered drug list, are eligible for the True Assist program.

Personalized Care

True Rx Care Managers use their clinical expertise to provide the information and comprehensive support needed to enroll in co-pay assistance programs.

Contact our patient support team

Available Monday to Friday, 8:00 AM - 5:00 PM EST
Call us at: **866-921-4047**
Email: **hello@truerx.com**

*Eligibility for financial assistance varies based on individual circumstances. Manufacturer payments are recognized by True Assist, and those dollars are not applied to patient accumulators.

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Codes

Infusion Care *Program*



Finding Solutions for Your Infusion Medications

True Rx Health Strategists has partnered with your employer to implement True Codes, a program that transitions billing of infusion medications from your medical plan to your pharmacy plan, helping lower overall treatment costs.

Nurse Navigators Provide Personalized Care

If your infusion medication is eligible for True Codes, a nurse navigator will contact you to explain the program.

True Rx nurse navigators work with you and your provider to provide a smooth transition, prevent treatment delays, and determine the best infusion location for your treatment. Often, you can stay at your current infusion center.

If you need to change locations, our nurse navigators will help you and your provider find the best option that aligns with your pharmacy benefits.

True Codes has a *94%* Patient Satisfaction Rate

Questions?

Email our True Codes team at truecodes@truerx.com
or call 833-371-7878

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tr Outcomes
DIABETES MANAGEMENT



Personalized Care for *Navigating Diabetes*

True Outcomes: Diabetes Management is a free program for employees and adult family members through the True Rx Health Strategists pharmacy benefit plan.

Scan the QR code to learn more, or visit https://landing.truerx.com/diabetes-management

Learn More

One-To-One Virtual Visits

Meet with a clinical pharmacist who specializes in diabetes management (at least every three months).

Comprehensive Assessment

Work with the clinical pharmacist to evaluate your current health, medications and lifestyle, with personalized guidance to help you feel your best.

Personalized Action Plan

Collaborate and create a customized action plan that supports your unique health and wellness goals.

Coordinated Diabetes Management

The True Rx clinical pharmacist will work closely with your health care provider to develop a treatment plan that meets your specific goals.

Learn More or Schedule a Visit

Scan the QR code above, email diabetes@truerx.com, or call 833-650-9797

True Outcomes: Diabetes Management is offered by clinical pharmacists with True Rx Health Strategists, our pharmacy benefits company.

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hello@truerx.com
truerx.com

Outcomes
MEDICATION MATCH

Medication *matchmaking*



The right medication the first time

True Rx Health Strategists has partnered with your employer to offer True Outcomes: Medication Match— a personalized pharmacogenomics program that uses your DNA to find the safest, most effective medications, reducing side effects and trial-and-error.

How does it work?

With a simple at-home cheek swab, True Outcomes: Medication Match analyzes 175+ medications and 120 gene variants across condition categories like mental health, heart health, pain management, ADHD, gastrointestinal conditions, and oncology.

What you can expect: *after using the pre-paid return envelope to mail your sample to the laboratory:*

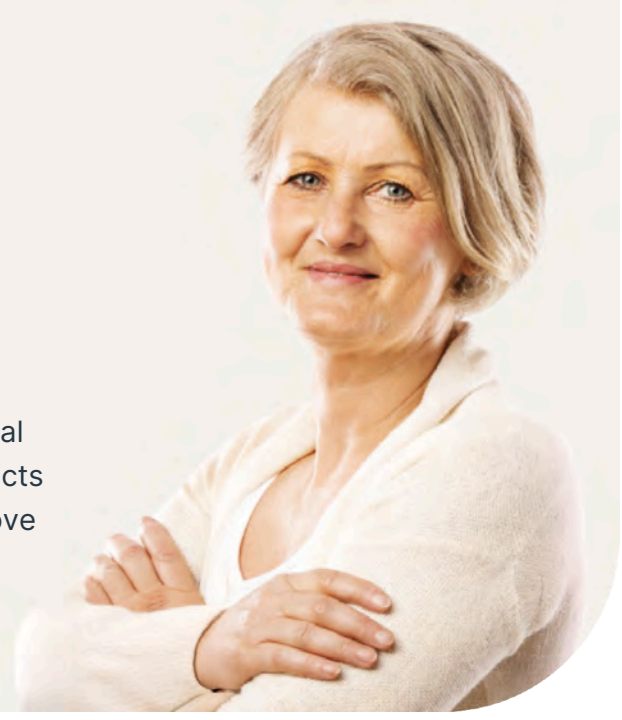
A True Rx pharmacist will schedule a video consult to explain your results in clear, simple language.

You'll receive a personalized report on how your body may react to medications—guiding conversations with your provider and adjustments if needed.

True Rx continues to monitor your prescriptions and alerts you if a new medication may not align with your genetics.

> "I am no longer *hoping*, but *knowing* my medication is working
>
> True Outcomes: Medication Match Patient

tr Outcomes
MEDICATION MATCH



Claire's *story*

Meet Claire. She has a heart condition. Claire tried several different medications, but suffered from severe side effects and stopped taking them. She knows she needs to improve her heart health, but doesn't know the answer. Luckily, Claire's pharmacy benefits includes True Outcomes: Medication Match.

Claire's results with True Outcomes: Medication Match

After reviewing her test results with a True Rx pharmacist, Claire discovered that the medications she previously tried weren't a good fit for her genetic profile. Now, she has a recommended medication with reduced side effects and improved effectiveness, lowering her risk of a heart attack and stroke.

True Outcomes: Medication Match has *98%* medication matchmaking satisfaction

Request a True Outcomes: Medication Match test kit to *get started!*

SCAN ME

Questions?

Email our True Outcomes: Medication Match team at genomics@truerx.com or call 812-347-5749

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tr Outcomes
WEIGHT MANAGEMENT



Take the First Step
Toward a Healthier You!

True Outcomes: Weight Management provides a personalized approach combining medication support with sustainable lifestyle changes. We're here to help you feel your best and reach your health goals.

Scan the QR code to enroll, or visit landing.truerx.com/en-us/weight-management

SCAN ME

Comprehensive Assessment

Work with a clinical pharmacist and registered dietitian to evaluate your current health, diet, and lifestyle, and to create a personalized plan.

One-on-One Virtual Visits

Meet with a registered dietitian monthly to get care, coaching and tips that can help you achieve your weight management goals.

Discover Personalized Support

Overcome challenges like physical activity, nutrition, restorative sleep, stress management, avoiding harmful substances, and fostering positive social connections.

Enroll in the program today!

Email weightmgmt@truerx.com or call 833-559-8080

True Outcomes: Weight Management is offered by clinical pharmacists and registered dietitians with True Rx Health Strategists, your pharmacy benefits company.

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hello@truerx.com
TrueRx.com

Employer Access



Support that meets you *where you are*

Your employer has selected **True Rx Employer Access** to help eligible members access select GLP-1 weight management medications.

Medications included

Wegovy **Zepbound**

True Rx partners with Bolero Specialty Pharmacy to help coordinate *medication access*, *answer questions*, and *provide ongoing support.*

How it works

Connect with Bolero Specialty Pharmacy

Bolero will confirm eligibility and guide next steps

Prescription coordination

Bolero helps support the prescription process

Understand your costs

Your out-of-pocket cost may change

Ongoing guidance

True Rx + Bolero stay connected along the way

Have questions or need support?

Available Monday to Friday, 8:00 AM - 4:30 PM CST
Call Bolero Specialty Pharmacy at: **877-220-8181**

When you reach out, you'll be connected with the team supporting this program, including our partner at Bolero Specialty Pharmacy

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