



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 and strategists helping you get the medication you need at a price everyone can afford.

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

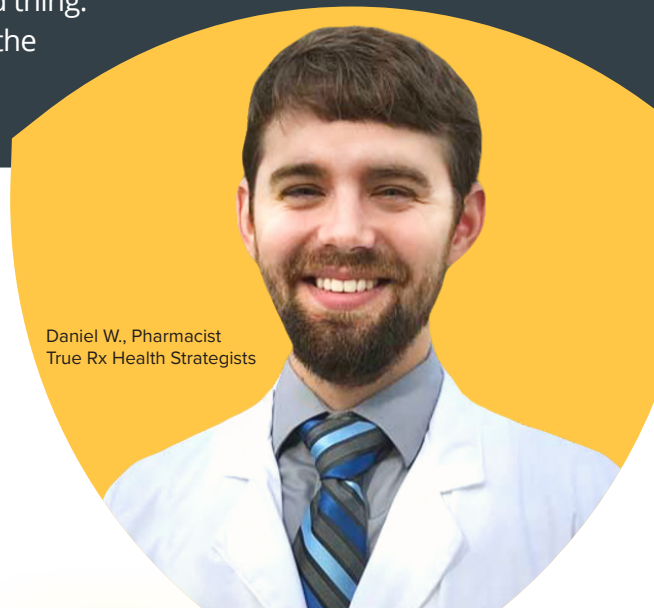
made by ethical health care providers. Our formularies are designed to keep you healthy and productive.

AFFORDABLE SPECIALTY

If you take a specialty medication, your dedicated case manager will reach out to you soon.

OUR MOBILE APP

lets you compare prices at different pharmacies, set up refill reminders, and access your medication history.



Daniel W., Pharmacist
True Rx Health Strategists

IMPORTANT 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** [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 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?

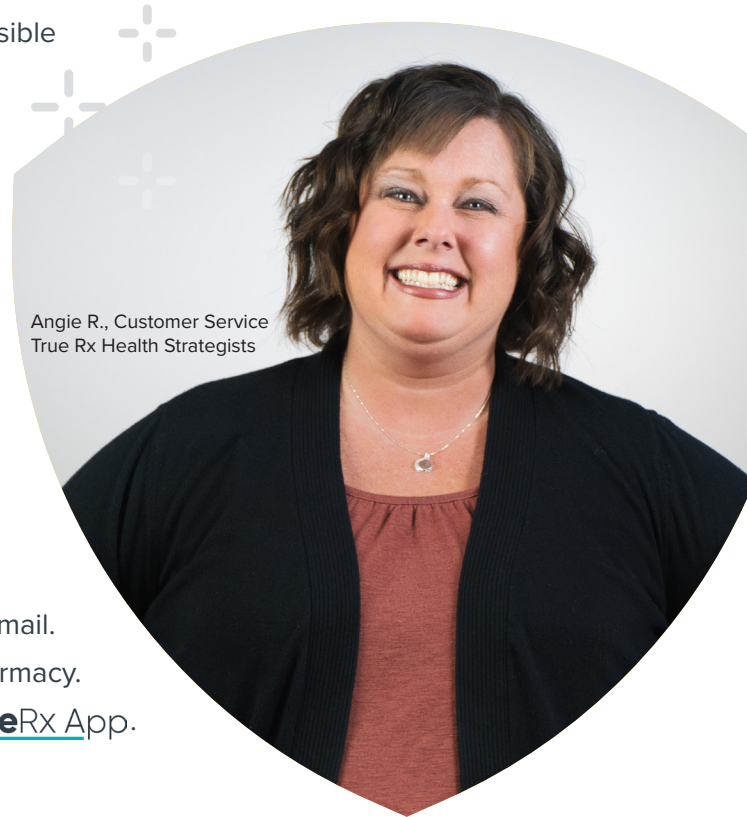
Soon, you will receive your new insurance card in the mail. Simply take your new insurance card to your local pharmacy. You can also access your card on your phone with [trueRX App](#).

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 benefit plan.



Angie R., Customer Service
True Rx Health Strategists

We're here to answer any additional questions.
Reach us at hello@truerx.com or 866-921-4047.

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