



2025 Pharmacy Benefits Welcome Kit

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.



You Will Find

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

pg 2 **Next Steps for Your Pharmacy Benefits**

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

pg 3 **Answers to Frequently Asked Questions**

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

pg 4 **How to Access Your Benefits**

Step-by-step instructions on how to access and utilize your pharmacy benefits through the member portal or the app.

pg 5 **Mail Order Options**

Details about how to order your prescriptions through the mail for convenience and cost savings.

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 call.

Your Patient Care representatives are specially trained to address your pharmacy benefits questions ensuring you receive expert assistance.


Support for specialty medications.

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

Manage your benefits from anywhere.

Access your insurance card, compare prices at different pharmacies in your area, view medication history and more.

Next Steps

- 01** | **Watch** for your new insurance card and bring it with you to the pharmacy.
- 02** | **Login to the member portal** to create your online account at truerx.com/myrxplan.com or **Download the app** by searching “MyRxPlan” .

Frequently Asked Questions



How much will my medication cost?

You can find the cost of your medication by using the member portal at truerx.com/myrxplan.com or by downloading the “MyRxPlan” app to compare prices at different pharmacies in your area.

What should I do if my prescription 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, please give us a call. Our Patient Experience representatives are experts in your pharmacy benefit plan.

What should I do if I need a Prior Authorization?

A prior authorization (PA) is a process requiring your health care provider’s office to send information supporting the use of a prescribed medication. Examples of drugs needing a PA are those with potentially harmful side effects when combined with other drugs, should only be used for certain health conditions, or when less expensive drugs might work equally well or better. If you have questions, please give us a call.

I take a specialty medication. What should I do?

You have a dedicated specialty case manager to ensure a smooth transition to your new insurance plan. For any questions about your treatment or the specialty care process, please give us a call.

Call Your Patient Care Team

Live representatives answer your call
Monday – Friday 8am to 8pm ET.

 866-921-4047




Kyra, Patient Experience Manager

24/7 Online Access

In the member portal and the app, you can access your pharmacy benefits including:

- ✓ **View** your insurance card.
- ✓ **See** current prescriptions, deductible, and out-of-pocket amounts.
- ✓ **Compare** drug pricing.
- ✓ **Find** local pharmacies.

Whether you choose the member portal or the app, setting up your online account is easy with these steps:

- 1 **Start** by visiting the member portal at truerx.com.myrxplan.com. If you prefer to use a mobile app, download  "MyRxPlan" in your app store.
- 2 **Register** for your online account with your member ID, group number, first and last name, and date of birth.
- 3 **Finish** the two-step verification process.
- 4 **In the app**, notice the MyRxPlan logo change to the True Rx icon.



Scan with your phone camera to download the mobile app.

Medication Delivered to Your Door

Skip the pharmacy line and receive personalized care.

True Rx Health Strategists partners with WB Rx Express to deliver your prescriptions right to your door. 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 Easy

WB Rx Express offers options to simplify your medication management:

- ✔ ***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.
- ✔ ***Synchronized refills***
Sync your medication fills to get them all at once.
- ✔ ***Prescription autofill***
Refills are automatically shipped before you run out.

Did You Know?

By ordering a mail order 90-day supply, 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 HOURS***
*Average turnaround time



Get Started in Three Easy Steps

step
01

Go to wbrxexpress.com and click "Become a New Patient".

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 member portal, truerx.myrxplan.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.
- WB Rx Express is not able to ship to California residents.



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 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 member portal, truerx.myrxplan.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](https://www.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.

Contact us at 866-921-4047 or hello@truerx.com.



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