

# UPDATES TO YOUR PHARMACY BENEFIT FOR JANUARY 1, 2023

We're a team of pharmacists and strategists helping you get the medications you need with ease and care.



Daniel W., Pharmacist  
True Rx Health Strategists

## The **true**Difference

**You're more than a number.** At True Rx Health Strategists, you are our patient. Our motivation is your health and quality of life.

**Smart medication choices** are 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 and share potential savings for your medication.

**Our mobile app** lets you compare your medication price at different pharmacies and access your medication history.

## PHARMACY BENEFIT UPDATES COMING ON JANUARY 1, 2023

- 1** **UPGRADE** your online account with a new password at [truerox.com/member-portal](https://truerox.com/member-portal).
- 2** **DOWNLOAD** the improved mobile app by searching "MyRxPlan" in the App Store or Google Play.
- 3** **UPDATE** your mail order prescription information with WB Rx Express.

# COMING JANUARY 1, 2023

## How do I continue my mail order service?

If your employer offers home delivery options, you will need to contact WB Rx Express as soon as possible at [www.wbrxexpress.com/mail-order](http://www.wbrxexpress.com/mail-order) or 833-391-0126.

## 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 much will my medication cost?

You can find the cost of your medication by using the member portal at [truerx.com/member-portal](http://truerx.com/member-portal) or by downloading the "MyRxPlan" app to compare prices at different pharmacies in your area.

## What should I do if my claim is delayed or denied?

If you're having difficulties, please give us a call. Our patient care representatives are experts in your pharmacy benefits plan.



Ashley G., Pharmacist  
True Rx Health Strategists

**We're here to answer any additional questions.**

Reach us at [hello@truerx.com](mailto:hello@truerx.com) or 866-921-4047.

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866-921-4047  
[hello@truerx.com](mailto:hello@truerx.com)  
[truerx.com](http://truerx.com)

# INSTANT ACCESS TO YOUR PHARMACY BENEFIT

## It's easy to get started:

- 1 **Download** the app by searching  "MyRxPlan" in your app store.
- 2 **Register** for your online account with your Card Holder ID, Group Number, Your First and Last Name, and Date of Birth.
- 3 **Click** Save and Continue.
- 4 **Finish** the Two-Step Verification Process.
- 5 **Notice** the MyRxPlan logo change to True Rx Health Strategists.

## Everything at your fingertips:

- View** prescription insurance card.    **Review** claim history.
- Compare** medication pricing.        **Check** medication information.
- See** coverage and limits.                **Find** a pharmacy.



Scan With Your Phone Camera  
to Download the Mobile App



Apple Store  
(iOS)



Google Play Store  
(Android)

## Contact the True Rx Health Strategists Team

Reach us at [hello@truerx.com](mailto:hello@truerx.com) or 866-921-4047



866-921-4047  
[hello@truerx.com](mailto:hello@truerx.com)  
[truerx.com](https://truerx.com)

# WELCOME TO YOUR NEW MAIL ORDER PHARMACY

Your pharmacy benefit plan offers the convenience of medications delivered to your home through WB Rx Express.



WB Rx Express is a family-run pharmacy serving communities for decades. We are the place to go if you want personalized and friendly service that is convenient and accessible. Transfer pharmacies today for the personalized attention you and your loved ones deserve.

## Get Started With Your Current Prescriptions In Three Easy Steps:

- 1 Go to [wbrxexpress.com](http://wbrxexpress.com) and click "Get Started".
- 2 Use the form to enter your name, address, phone number, email address, message (optional) and click the red Submit button.
- 3 WB Rx Express will contact you within two business days to verify your account and medication information.

## Is It Really That Simple?

Yes! Our health care professionals will transfer your medications from your previous pharmacy. In fact, WB Rx Express pharmacists have been taking care of patients for five generations. WB Rx Express promises to treat you like family and answer all of your medication questions with courtesy and clarity.

## What To Do If I Get A New Prescription?

Ask your doctor to send your prescription to WB Rx Express by electronic prescribing, phone, fax, or mail. Remember to set up your online account for refill convenience.

**WB Rx EXPRESS**

1998 State Street, Washington, IN 47501

Phone: 833-391-0126

Fax: 855-899-3925

## Ordering Refills

Once your prescription has been received by WB Rx Express, you have three convenient ways to request refills.

1. When allowed, WB Rx Express will automatically enroll you into an auto refill program. This program is designed to ensure you do not miss any doses with the convenience of receiving your medications on schedule in the mail.
2. Refills may be ordered by phone by calling 833-391-0126. Please remember to have your credit card information and the prescription number ready.
3. Download the RxLocal app and refill prescriptions from your phone.

## About RxLocal

- To get started, download “RxLocal” from the App Store or Google Play. You will need a WB Rx Express prescription number. The prescription number is in the upper left-hand corner of the label on your medication container.
- Select medication(s) for refill and deactivate medication(s) you are no longer taking.
- Receive notifications when your medication is ready to be filled. You will be prompted to confirm your medication and a tracking number will be provided once it has been fully processed.
- See the date the supply ends from your previous fill. For your safety, refill orders placed too early cannot be filled and may be put on hold until the earliest fillable date.

## Delivery Times

Please allow two weeks for delivery from the date you submit your order. Your order will be delivered to the address you requested by United Parcel Services or first-class US mail. In case of emergency, prescriptions can be shipped overnight with an additional charge.

## Generic Drugs

Generic medications will be substituted for brand name medications when available and allowed by the prescribing physician. WB Rx Express utilizes only those generic medications rated highest by the FDA.

## Service & Safety

WB Rx Express has registered pharmacists to review each prescription for accuracy before dispensing and perform checks to assure all prescriptions are dispensed correctly. We maintain computerized patient profiles to prevent adverse reactions with other prescriptions you are receiving from WB Rx Express. Should any questions arise regarding potential adverse reactions, our pharmacist will contact you or your doctor before dispensing the medication.

## Payment Options

WB Rx Express accepts MasterCard, Visa, Discover, American Express, personal checks and money orders. If you are paying by check or money order, WB Rx Express must receive these forms of payment before shipping your order. You can add or update credit card information by contacting WB Rx Express.



**HOURS OF OPERATION: Monday-Friday, 8am-8pm EST**

Contact WB Rx Express Customer Service at 833-391-0126