

How To Register For The New 2023 TrueRx Portal & New App

The New Portal in 2023 will require everyone to register, your 2022 login information will no longer work.

Step: 1 – You must go directly to www.truerx.com - select **Member Portal** and register if you have not registered in 2023. (Delete your old desktop short cut and phone app)

Step: 2 – Identify the correct numbers on your Medical ID to **re-register**.

DUNN & Associates

Member

Group Name
Group #: #####
Employee ID: 012345678900
Employee Name: JOHN SAMPLE

Health Plan

encore COMBINED
encorecombined.com (888)574-9189

Telemedicine

SWIFTMD
www.swiftmd.com (877)999-7843

Pharmacy Plan

RXBIN: #####
RXPCN: #####
RXGRP: **TRUE####**

Member: 866-921-4047
Pharmacy: 833-202-8783
www.truerx.com

Deductible/Max Out of Pocket Info		
	IN	OUT
DED	SINGLE FAMILY \$3,000/\$8,000	SINGLE FAMILY \$3,000/\$8,000
OOB	\$3,000/\$8,000	\$8,000/\$12,000

COPAYS:
No Office Visit Copay (Deductible Applies)

Your **TrueRx Cardholder ID** number is this number without any leading 0's and remove the last 2 digits which are either "00" or "01".

This is your **True Rx Group #** for registering.

DO NOT use your Medical Group #.

How to Navigate the Most Common Pharmacy Issues:

If your pharmacist says you or a dependent are **declined** or not in the system, have the pharmacist call the **TrueRx pharmacy Team** while you are still at the pharmacy. You may also call the **Member Support** number.

Common Quick Fixes:

Tell the pharmacist to **drop the leading and/or trailing zeros** from your Employee ID #.