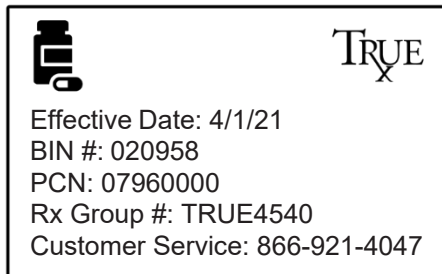




Your Pharmacy Insurance Benefits

True Rx has partnered with your employer to provide you with pharmacy insurance benefits. In order to activate your benefits, please take these three steps.



1. FIND YOUR NEW CARD IN THE MAIL.

You will receive a new insurance card from Auxiant.

This card ensures the amount you pay for your medications at the pharmacy is accurate with your insurance plan.

2. TAKE YOUR NEW CARD TO THE PHARMACY.

If you need to fill a prescription and do not have your new insurance card, please bring this document to the pharmacy.

3. UPDATE YOUR MAIL ORDER PRESCRIPTION.

If your plan allows for mail order service and you would like to continue to receive medications mailed to you, please contact Postal Prescription Services. You can complete this process online at www.ppsrx.com or call PPS at 800-552-6694.

YOUR SECURE INFORMATION IS AVAILABLE 24/7.

Sign into the secure portal at www.truerx.com or download the app.

- View your ID card
- Find your member ID number
- Locate pharmacies in your network
- See current prescriptions
- Compare medication pricing

YOU HAVE A PRESCRIPTION PLAN EXPERT TO CALL.

You have a team of experts in prescription benefit plans ready to help.

- Call True Rx at 866-921-4047
- Monday – Friday
- 8:00am – 6:00pm EDT

On behalf of all of us at True Rx, we look forward to taking care of your pharmacy insurance needs.

866-921-4047 | www.truerx.com



Online and Mobile App

Benefit information is available through a secure member portal at www.truerx.com and in the True Rx app. If you have questions, please call True Rx at 866-921-4047.



ACCESS TO THE MOBILE APP IS SIMPLE.

1. **REGISTER** online at www.truerx.com/member-portal.
2. **RECEIVE** a confirmation email with your username and password.
3. **DOWNLOAD** the app by searching True Rx.
4. **ENTER** your username and password.

YOUR SECURE ONLINE ACCESS OFFERS:

CLAIM HISTORY

View prescription claims paid by your plan.

COVERAGE LIMITS AND PAYMENT DETAILS

View your pharmacy claim deductible information or coverage phase.

DRUG INFORMATION

With the drug dictionary, compare drugs for possible interactions or side effects.

DRUG PRICING

Your specific insurance copay or co-insurance is displayed.

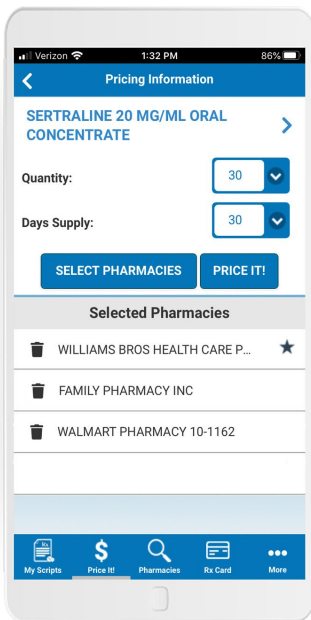
Compare prices at multiple pharmacies.

PHARMACY LOCATOR

Identify pharmacies with addresses, maps, phone numbers, and hours.

RX CARD

Easy access to your prescription insurance card.





Mail Order Prescription Benefits

Your pharmacy insurance plan offers the convenience of a 90-day supply of medications delivered to your home through Postal Prescription Services (PPS), a mail order pharmacy.

YOUR ONLINE ACCOUNT WITH PPS



1. Go to ppsrx.com and select the "Create an Account" option in the lower left-hand corner.
2. Enter your email address and create a password.
3. Select "Create Account".
4. Connect account to a patient profile for yourself or someone you wish to manage on the "Add a Patient" page of the website.
5. New Patients - If you have not filled a prescription with PPS or The Kroger Family of Pharmacies, you will need to fill out a new patient request form by selecting "Request New Patient".
6. Follow the steps to set up your patient profile and request your first prescription fill. You will be able to "Add Online Prescription Management" once you have your PPS prescription number.

ONLINE ORDERING NEW OR TRANSFERRED PRESCRIPTIONS WITH PPS

You have three ways to order new or transferred prescriptions. Generally, it takes 3-5 business days for PPS to contact your prescriber or pharmacy to obtain your prescription(s).



1. Once you have created an account, you can select "Add a Prescription" from the left navigation menu and follow the on-screen steps for PPS to request a new prescription from your doctor or a transferred prescription from another pharmacy.
2. Create an online account and ask your doctor to send a new prescription to PPS by electronic prescribing, phone, or mail.
3. If your doctor gives you a paper prescription, create your online account at ppsrx.com and mail the paper prescription to PPS at:

PPS Prescription Services
PO Box 2718
Portland, OR 97208-2718

PAYMENT OPTIONS

PPS accepts MasterCard, Visa, Discover, American Express, personal checks, and money orders. If you are paying by check or money order, PPS must receive these forms of payment prior to shipping your order. You can add or update credit card information from your "Cart" when checking out.



Please contact PPS customer service at 800-552-6694 for assistance.

Customer service hours are Monday - Friday, 6am - 6pm PST and Saturday, 9am - 2pm PST.



Frequently Asked Questions

OUR EXPERTS ARE HERE TO HELP.

True Rx customer service representatives have extensive training in prescription plan coverage and can answer your questions. Please contact True Rx at 866-921-4047.

DO I NEED TO CHANGE PHARMACIES?

More than 65,000 pharmacies are included in the True Rx Pharmacy Network, including national chains and independent pharmacies. Download the True Rx app to view the pharmacy locator map in your area.

HOW DO I FILE A PRESCRIPTION CLAIM IF I DIDN'T USE MY ID CARD AT THE PHARMACY?

Mail a completed True Rx Drug Claim Form found at www.truerx.com and your pharmacy receipt(s) to:

True Rx

7 Williams Bros. Drive

Washington, IN 47501

WHAT IS A PA?

PA means prior authorization. Some medications require a PA by True Rx because the prescription needs reviewed for medical necessity and to ensure it is the most appropriate medication for you.

DO I HAVE TO USE GENERIC MEDICATION?

It depends on your plan. If your employer has chosen to have generic medications preferred or required and you choose to have the brand name medication, you can still receive the brand name medication. However, you may need to pay the brand copay plus the difference in cost between the brand name and the generic drug unless the prescription states "dispense as written" or "no substitution" by your medical provider.

WHAT IS STEP THERAPY AND HOW DO I KNOW IF IT AFFECTS ME?

Step therapy means the prescribed medication has safe and effective alternatives that cost less than the originally prescribed medication. Step therapy is not for every medication and not every insurance plan includes it.

WHAT IS A SPECIALTY DRUG?

Specialty medications treat complex conditions such as cancer, rheumatoid arthritis, and multiple sclerosis. These medications typically require close monitoring and special handling, so they are usually only available through a specialty pharmacy. Specialty medications are limited to a 30-day supply and require a PA. If you are taking a specialty medication, a trained specialty case manager can assist you with the transition to True Rx.

On behalf of all of us at True Rx, we look forward to taking care of your pharmacy insurance needs.

866-921-4047 | www.truerx.com