



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.

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