

# KEEPING YOU CONNECTED

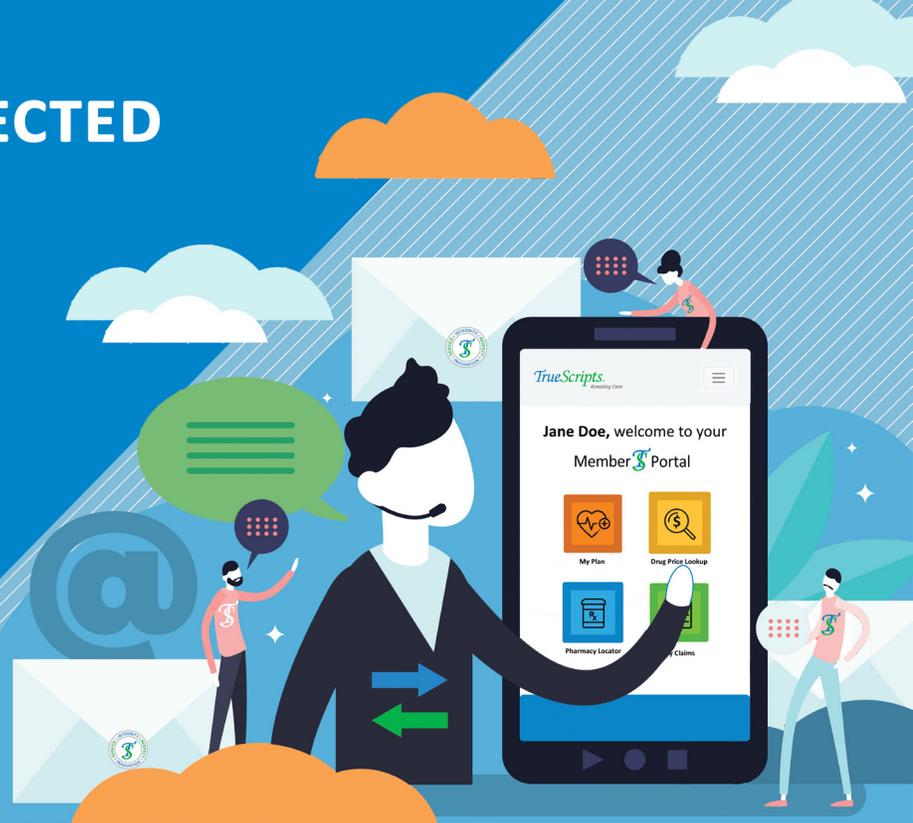
## Member Portal

- Real-Time Drug Price Lookup
- Live Chat
- Pharmacy Locator
- Personal Plan Information & Claims History
- Additional Member Forms & Resources



Scan above  
or  
Enter below

[memberportal.truescripts.com](http://memberportal.truescripts.com) **Get Started!**

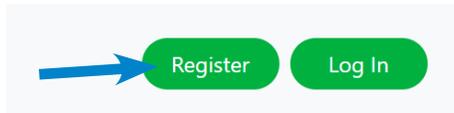


## TrueScripts Members, follow these instructions to register:

- Enter the URL above into your web browser or click “Get Started” if viewing this document electronically. You can also scan the QR code from your mobile device to begin the registration process.

*Note: You will not be able to register until on or after your effective date with TrueScripts.*

- On the Member Portal landing page, choose ‘Register’ from the top navigation bar.



- Enter your personal information to complete the registration process.

*\*Note that you will need to have your Member ID card readily available*

- Check your email to verify and complete your account set-up.
- Once inside the portal, quickly access important information and helpful resources from your Member Dashboard. *Pro Tip: The Drug Price Lookup tool will help you find the best price for your medications!*



My Plan



My ID Card



My Claims



Drug Price Lookup



Pharmacy Locator

If you have any questions along the way, please call us at the number below.  
Our team is prepared to provide you with *Amazing Care!*

TrueScripts™

Amazing Care at your fingertips!

# Introducing TEXT & LIVE CHAT

[memberportal.truescripts.com](http://memberportal.truescripts.com)

Get Started!



Whether you want to receive money-saving updates or need to ask time-saving questions, our new text message and live chat services put the power in your hands!

## **SMS Text - receive notifications for savings opportunities, confirmation of refills, plan updates, and more!**

- Register in the TrueScripts Member Portal at [memberportal.truescripts.com](http://memberportal.truescripts.com). Upon registering, check the box,  **I agree to receive text messages from TrueScripts**
- You can also opt to receive emails by checking  **I agree to receive emails from TrueScripts**
- If you are already registered in the portal, you can opt to receive text messages and emails by going to “My Profile” in the drop-down window at the top right corner of your screen. Here, you will see the option to check one or both boxes and update your profile.
- You may also call TrueScripts to opt into our SMS texting services.

## **Live Chat - get assistance with a claim, drug pricing information, explanation of benefits, and more!**

- Register or log-in to your TrueScripts Member Portal. Once logged in, you will see the Live Chat button at the bottom right-hand corner of your screen. Just click to get started!
- To help us best assist you, you will be asked to submit a few pieces of information.
- Within less than a minute after clicking “Submit,” you will be connected with a live TrueScripts professional.

Our team is available via live chat, text message, or standard phone call at the number below during our regular business hours of Monday - Friday, 8AM - 6PM (ET).

We look forward to serving *you!*

**TrueScripts™**  
Amazing Care

**We are Experts in Prescription Benefits.**

Questions? Please call and speak to a care specialist who will answer your questions. **812-257-1955**