



2026

LCSC Member Pharmacy Benefits Welcome Kit

866-921-4047
hello@truerx.com
TrueRx.com

HELLO

Welcome to Your Pharmacy Benefits

We understand that managing your health isn't always simple. We're in your corner, helping you access affordable medications with genuine care.



Within this Welcome Kit:

In this welcome kit, you will find essential topics and resources to help you navigate and make the most of your pharmacy benefits.

pg 2 **Next Steps for Your Pharmacy Benefits**

Guidance on how to get started with your pharmacy benefits, including important actions to take.

pg 3 **Answers to Frequently Asked Questions**

Commonly asked questions and their answers to help you better understand your pharmacy benefits.

pg 4 **How to Access Your Benefits**

Step-by-step instructions on how to download our mobile app, True Rx+, in your app store or use the member portal.

pg 5 **Mail Order Options**

Skip the pharmacy line and have your medication delivered.

pg 7 **Specialty Medication Support**

Dedicated Care Managers to help navigate and lower your cost.



Experience the
HEALTH STRATEGISTS
Difference



You're More Than a Member Number. You Are *Our Patient*.

Your well-being is our priority, and we are here to support you every step of the way.

We're here to help, before coverage even begins

We recognize how important your healthcare is, and we're committed to making this transition as seamless as possible for you and your family. More than 95% of medications covered by the current LCSC Health Plan will continue to be covered with no change to cost, coverage, or access.

Live representatives answer your call

Our Patient Care Team is specially trained to address your pharmacy benefit questions.

Support for specialty medications


Dedicated care managers and clinical pharmacists are highly experienced in addressing the complexities and costs of specialty medications providing you with personalized care.

Next Steps for January 1st

01

Watch for your new insurance card and bring it with you to the pharmacy.

02

After you receive your new insurance card, download True Rx+ in your app store or use the member portal at "member.myplantruerox.com" 



Frequently Asked Questions



How much will my medication cost?

To view the closest estimate of the amount you would pay for a medication, you can contact our Patient Care Team at 866-921-4047 or review the PDL Reference Guide online at thelcsc.com.

What if the medication I'm taking isn't listed?

Pharmacy benefit managers (PBMs) regularly update their prescription drug lists (PDLs) to ensure members have access to the most effective treatments at the best possible value. From our review of all medications taken by LCSC members over the last year, less than 0.02% of medications will require an alternative treatment. If you do not see your medication listed, please reach out to the Patient Care Team to discuss covered alternatives and next steps.

What should I do if I need a Prior Authorization or Step Therapy?

Some medications require a prior authorization (PA) or step therapy (ST) before you fill your prescription. This means your provider must submit documentation showing the medication is safe, effective, and meets certain criteria set by your plan and FDA regulations. Your medication will only be covered once True Rx approves the documentation.

If you are taking a medication that has a requirement for prior authorization or step therapy, contact a member of the Patient Care Team at 866-921-4047.

I take a specialty medication. What should I do?

You are required to fill specialty medications through our dedicated specialty care manager. Contact the Patient Care Team to walk you through coverage requirements and the process to transition your medications over to TrueRx.

Call Our Patient Care Team

Live representatives answer your call
Monday – Friday 8am to 8pm ET.



 866-921-4047

Kyra, Patient Care Manager

After You Receive Your New ID Card, Manage Your Pharmacy Benefits *Anytime, Anywhere*



Say *hello* to True Rx+, an Enhanced App and Portal

True Rx+ is more than just a pharmacy app. It's your personalized digital pharmacy experience designed to help you stay informed, save money, and get support when you need it the most.

What You Can Do With True Rx+



View your insurance
card and plan
details



See your active
prescriptions, deductible,
and out-of-pocket status



Compare
medication prices at
local pharmacies



Track prior
authorizations in
real time



Set refill reminders



Chat with a live True
Rx Health Strategist

Download True Rx+ *today!*



Medication Delivered to Your Door

Skip the pharmacy line and receive personalized care.

True Rx Health Strategists partners with WB Rx Express to deliver your prescriptions right to your door. With WB Rx Express, you can manage, refill, and get information about your medications with ease, while receiving exceptional service.

Like True Rx, WB Rx Express is a family-run pharmacy serving communities for decades. It's the place to go if you want personalized and friendly service that is convenient and accessible.

Zero hassles—WB Rx Express makes medication easy

WB Rx Express offers options to simplify your medication management:

- ✓ *Never miss a dose with WB DosePak!*
Pharmacists sort your medications by day and time, making it easier for you take them exactly as prescribed.
- ✓ *Synchronized refills*
Sync your medication fills to get them all at once.
- ✓ *Prescription autofill*
Refills are automatically shipped before you run out.

Using Mail Order Today?

To make your transition easier, any prescriptions you fill through the MMO/ESI mail order benefit on or before November 1st **will automatically move** to WB Rx Express benefit.

Medical Mutual, ESI, and WB Rx Express will work together to transfer remaining refills on your behalf.



Once You Receive Your ID Card Get Started in Three Easy Steps

step
01

Go to wbrxexpress.com and click “Become a New Patient”.

step
02

Complete the online form and click the red “Submit” button.

You can also set up your account by calling the pharmacy at 833-391-0126.

step
03

WB Rx Express will contact you within two business days to verify your account and medication information.

Kindly inform us at least 14 days in advance if you need a refill or wish to cancel your automatic refill.

Mail Order Medication Prices in the Member Portal

Mail order pricing is integrated with the True Rx+ app and member portal, member.myplantruerx.com. Compare mail order pricing with retail pharmacies in your area.

Payment Options

WB Rx Express accepts MasterCard, Visa, Discover, and American Express.

Limitations of Mail Order

- Please use your local pharmacy for a 30-day or less supply of medication.
- Refill orders submitted prematurely may be delayed until the earliest allowable date for processing.
- For your safety, WB Rx Express does not dispense Schedule II controlled substances.

PHONE: 833-391-0126 | FAX: 855-899-3925
Monday-Friday, 8am-8pm ET
wbrxexpress.com



Specialty Medication *Patient Care Solution*



Personalized Care for Your Specialty Medication Treatment

True Advocate assigns an experienced Care Manager from True Rx Health Strategists to help you manage the challenges and costs of specialty medications. Your Care Manager will answer questions and assist in lowering your medication costs.

What You Can Expect



If you take a specialty medication, a Care Manager will call to provide information about the True Advocate program.



If approved for assistance, your medication is typically \$0 and delivered directly to you.



Your specialty medication may be sourced from an accredited international pharmacy when applicable, to provide the lowest possible cost.

Questions? Contact our patient support team

Available Monday to Friday, 8:00 AM - 5:00 PM EST

Call us at: **866-921-4047**

Email: hello@truerx.com



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[TrueRx.com](https://www.TrueRx.com)



Low-Cost Medication with Personalized Care

Mark Cuban Cost Plus Drugs is an in-network mail order pharmacy for patients

True Rx Health Strategists has teamed with Mark Cuban Cost Plus Drug Company to provide you with another easy option to get low-cost medications. You can choose to purchase your medications directly through the Cost Plus Drugs website, costplusdrugs.com. You may also access the Cost Plus Drugs website through the True Rx+ app or member portal, member.myplantruex.com.

Medications ordered through Cost Plus Drugs will be considered in-network for your insurance plan.

- ✓ The cost of your medication will apply toward your plan's cost sharing requirements.
- ✓ You can rely on the True Rx Patient Care team for help with your pharmacy benefit questions.

Once Your Coverage Begins

It's Easy to Get Started with Cost Plus Drugs

step
01

Check to see if your medication is available

- Visit CostPlusDrugs.com and click see all medications.
- If you see your medication, follow the steps to create an account.

step
02

Create your account

- Once you receive your new identification card, enter your basic health information, your new MMO/True Rx identification number, and your health care provider information.

step
03

Ask your doctor to send prescriptions to Cost Plus Drugs

- Click how to contact your doctor for information to help when asking your doctor to send in your prescription.

step
04

Look for your confirmation email and complete your medication order

- You will receive an email from Cost Plus Drugs when they receive your prescription.
- Be sure to check request insurance price to have your prescription process with your True Rx insurance.
- Enter your shipping address and payment information.
- Your medication will be shipped to your doorstep.

Integrated Discount *Program*



Simplified Savings at the Pharmacy

True Rx's Integrated Discount Program provides access to the best medication price available as part of your pharmacy benefit. The program automatically compares available discounts to instantly provide you the best price available at point of sale.



Show your insurance card at the pharmacy –
no additional action needed!

Your Experience, Made Easy

True Rx's Integrated Discount Program offers an easier experience with no upfront work, unlike third-party prescription discount cards, which require you to take extra steps like enrolling or searching for digital coupons.

With your True Rx pharmacy benefit, the discount is automatically applied, and payments count toward your deductible and out-of-pocket maximum.

This program is not available in all states. Please contact True Rx for more information.

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