

We are TrueScripts

and we deliver Amazing Care.



At a Glance

- We were founded by a Pharmacist and are a privately held, fully-transparent Pharmacy Benefit Manager (PBM) whose mission is to build lasting relationships.
- We provide prescription benefit expertise at a personal and customized level to ensure optimum value at the lowest possible costs through innovative solutions such as our Specialty Care Program.
- Our shared vision is to deliver Amazing Care to everyone we interact with. Our four core values – Integrity, Respect, Innovation, and Service – guide and direct us daily as we strive to reach that goal.
- We have no conflicts of interest in representing our Clients’ and Members’ best interests because we do not own any pharmacies. While PBMs do not have a legal fiduciary responsibility for their clients, we have self-imposed a moral fiduciary responsibility simply because it is the right thing to do.
- We guarantee that every dollar in drug cost billed to the client is the cost paid to the pharmacy. We do not collect any revenue from a differential between what the pharmacy is paid and what the client is billed.
- Our Pharmacy Network team aggressively manages our pharmacy pricing to ensure our clients are paying the most appropriate price for their drugs.

We serve members in all

50

states with more added continuously.

That means

1,000,000s

of prescriptions processed nationwide.

With a 97% success rate,

ONE RING

is all it takes before you speak to a real person.

Virtually all of the

70,000

pharmacies in the US are in our network.

Specialty Care Program

- Our Specialty Care program reduces the cost associated with specialty drugs without adversely affecting the member.
- Through high-touch advocacy, our Specialty Care program can save our clients over 70% in drug costs while still providing access to care for our members. This savings is in addition to the discounts available through our network contracts.
- Our fee for this program is a clearly disclosed. If savings are not incurred by the plan, there is no fee.

Formulary Guard Program

- Our Formulary Guard program works behind the scenes at all times and is comprised of several layers of protection: Prior Authorization Drugs, Step Therapy, Compound Audits, and Blocked Patent Extenders.
- This program adapts to the market conditions and ensures the most therapeutic and cost-effective drugs are being utilized. Our Clinical team continually monitors new drugs coming to market, drugs going generic, etc. to ensure our Formulary Guard program successfully intervenes with patients, prescribers and pharmacies.

Our Core Values

Our core values are our foundation. They guide everything we do. This is the TrueScripts way. **You can count on it.**



Amazing Customer Service

- According to our clients, we are known for our amazing customer service and have one of the highest retention rates in the industry.
- Our Care Representatives operate with one goal in mind: delivering Amazing Care at all times. After the push of one button, a highly trained representative answers the call within the first ring, virtually all the time. Not only is the call answered quickly, the team member can actually help the caller.
- Our Member Care and Clinical Care team members are nurses, pharmacy techs, and clinicians who have immediate access to our Clinical Pharmacist team. We have bi-lingual staff on hand and have access to a full translation service that can be brought onto the call within minutes.

True Stories

- Our members and customers regularly bless us with positive feedback through phone calls and emails. We call these **True Stories**. This unsolicited feedback allows us to know our efforts are working and help us continue to seek new and better ways to serve them. Here is an example of one of these stories.

"I was really upset but Nicole (TrueScripts Care Representative) lifted a heaviness off my shoulders and just made my day. It was the best customer service I've ever experienced. Nicole was a blessing to me and I wanted to make sure everyone knew it!"

– Candi