

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**