TrueScripts™ Amazing Care

Specialty Care Program FAQ

Understanding how prescription benefits work will help members get the most out of the program. Below are a few of the most frequently asked questions we receive:

How can the TrueScripts Specialty Care Program help me save on my medications?

• Optimal Approach: If the member qualifies for the drug manufacturer's patient assistance program (PAP), they will receive their drug at no cost to them.

• Conservative Approach: If the member does not qualify for PAP, alternative savings options - such as copay cards - are pursued, and the member receives a discounted price for their medication.

How do I get started?

• All specialty drugs require a Prior Authorization (PA) to ensure the member receives the most clinically and cost-effective treatment possible. Once all necessary information is obtained, the PA process is complete in 24-48 hours.

• Next, the TrueScripts Clinical and Member Care Team will pursue financial assistance options.

• All members taking a specialty medication will be appointed a TrueScripts Patient Advocate to walk them through the entire Specialty Care Program process.

How do copay cards work?

• When a member utilizes a copay card, it can greatly offset the cost of the drug. However, please be aware that the member will only receive credit for what they truly pay "out-of-pocket."

• For example, a copay card for the drug Humira could reduce the cost of the drug to $5 for the member. In this case, the member will only need to pay that amount for their drug. However, this also means that $5 is what is credited towards the member's out-of-pocket.

How do I know if I qualify for PAP?

• Drug manufacturers' Patient Assistance Programs (PAP) are often based on certain income eligibility requirements.

• Minimal information is needed from the member to begin the PAP application process.

• The member's TrueScripts Patient Advocate will provide guidance through the application process.

Will I receive support along the way?

• YES! ***Amazing Care*** is not just our tagline...

  o Proactive clinical follow-up and ongoing access to pharmaceutical knowledge

  o Text message services to alert members of specialty medication updates

  o Most calls are answered immediately by a live TrueScripts professional