

PRESCRIPTION BENEFIT UPDATE

Enhancing Your Benefits
with TrueScripts

Effective Jan. 1, 2026

 AMAZING CARE  NEW ID CARDS

At Hope College, we evaluate our benefits regularly to ensure we are offering the best coverage for you. We are excited to introduce TrueScripts, which replaces CVS Caremark as our pharmacy benefit manager. *TrueScripts provides you with personalized support for all your pharmacy benefit needs.*

MEMBER PORTAL ACCESS

Register to use the TrueScripts member portal!
Within the portal, you can access:

- Recent claim history
- Real-time drug price lookup
- Live chat, weekdays 8 a.m. to 6 p.m. ET
- Assistance for any prescription needs

NEW ID CARDS

You should have received a new pharmacy ID card with TrueScripts' logo on the front.

It's important to use the new ID card. If you don't use your new card, the pharmacy cannot connect your prescriptions to your medical plan, so your prescriptions won't be covered.

Haven't Received Your Card?

Log in to your TrueScripts member portal for personalized assistance.

[MEMBERPORTAL.TRUESCRIPTS.COM](https://memberportal.truescripts.com)

FREQUENTLY ASKED QUESTIONS

Will my copays or coinsurance change?

No. The College's medical and prescription coverage remains the same.

Any changes to covered medications?

No. We will have the same formulary in place, so medications covered today will still be covered with TrueScripts.

Is mail-order still available?

Yes. TrueScripts has four mail-order pharmacy partners. [Learn more about how to use mail-order on the next page.](#) →

Can I still fill my prescriptions at CVS?

Yes. Plus, TrueScripts gives you more options to fill with an open pharmacy network.

USING MAIL-ORDER SERVICES

HOW TO SET IT UP

1. **Contact** a partner pharmacy.
2. **Set up a profile.** Have your medications and prescribing doctors ready.
3. **Provide your TrueScripts processing info.**
 - RxBin: 025862
 - RxPCN: TSAC
 - RxGroup: 00015505
 - Your Member ID number
4. If you have current refills at another pharmacy, ask the mail-order pharmacy to **call and request that they are transferred.**
5. **You may need a new prescription from your healthcare provider for 90-day fills.** The mail-order pharmacy can reach out to your provider to request the new script. Since your provider should be able to call this into your pharmacy of choice, typically you do not need an office visit.
6. If the pharmacy tells you that your insurance is not contracted with TrueScripts, **ask them to call TrueScripts.** You can also contact the TrueScripts Member Care Team, who will provide assistance and amazing care.

MAIL-ORDER PARTNERS

Care-Fill LTC

Visit | [CareFillLTC.com](https://www.CareFillLTC.com)

Call | 844-522-2273

Fax | 844-308-1485

Costco

You do not need to be a Costco member to use the Costco mail-order pharmacy.

Visit | [Pharmacy.Costco.com](https://www.Pharmacy.Costco.com)

Call | 844-607-6861

Fax | 800-633-0334

Postal Prescription Services

Visit | [PPSRx.com](https://www.PPSRx.com)

Call | 800-552-6694

Fax | 800-723-9023

Pill Pack

Visit | [PillPack.com](https://www.PillPack.com)

Call | 866-332-1668

Fax | 603-935-9108

NEED HELP?

Reach out to TrueScripts

[MEMBERPORTAL.TRUESCRIPTS.COM](https://memberportal.truescripts.com)

