

Welcome, Hope College, to TrueScripts!

We are pleased to announce effective 1/1/2026, TrueScripts will be partnering with Hope College as your NEW prescription management company! We will work with you and Hope College as a team to achieve the best possible value from your prescription benefit plan. We strive to provide cost-effective solutions without interfering with the quality of your healthcare. Here are some key points to keep in mind effective 1/1/2026:

1. You will be receiving **new insurance ID cards** from TrueScripts. It is imperative that you present this card to your pharmacy when filling prescriptions on or after 1/1/2026, this includes refills. We also suggest telling the pharmacy staff you have switched to TrueScripts – this will minimize any confusion and delays in filling your prescription.
2. **90-day supply prescriptions** can conveniently be filled at any retail pharmacy or filled through our mail order provider listed on the attached form. A new prescription will be needed from your healthcare provider for 90-day fills at the pharmacy or by mail order. Since your provider should be able to call this into your pharmacy of choice, an office visit typically will not be required.
3. If you have a **Prior Authorization** in place for a medication or taking a **Specialty Medication**, please contact our Member Care staff prior to 1/1/2026 to prevent disruption at the pharmacy. If you are not sure if a prior authorization is in place for any of your current medications, please contact us and we will verify if one is required.
4. The TrueScripts Member Portal gives you 24/7 access to your plan information, claims history, and other tools and resources that will help you save money and get the most out of your prescription benefits. Starting 1/1/2026 members can visit memberportal.truescripts.com to register.

Our friendly Member Care staff is available to address any concerns discreetly and with a professional attitude. Please contact us toll free Monday-Friday 8:00 a.m. – 6:00 p.m. EST at (844) 257-1955 with any questions. Again, welcome to TrueScripts. We look forward to a long and successful partnership with you!

Your Account Management Team,

Lisa Walker

Lisa M. Walker
Director of Account Management

Claire Gilliam

Claire Gilliam
Account Executive

Averie Himsel

Averie Himsel
Account Manager

In case you need to fill a prescription and have not received your new ID card please contact TrueScripts Member Care at (844) 257-1955.





**Hope**

COLLEGE

Mail Order Member Education

Members may choose to receive prescription medications via mail order pharmacy. This alternative to retail pharmacy is completely optional. Should you wish to enroll in mail order, please follow the steps below, and note that there will be no changes in your plan setup:

1. On page 2 of this document, you will find contact information for the mail order pharmacy. Please contact this pharmacy to set up an account with them. You can complete this step in one of the following methods:
 - a. Set up a profile on their website
 - b. Call their customer service number
2. Have a list of the medications and prescribing doctors ready to input when asked.
3. Provide the pharmacy with your TrueScripts Processing information:
 - a. RxBin: 025862
 - b. RxPCN: TSAC
 - c. RxGroup: 00015505
 - d. Your Member ID number printed on your card
4. If you have current refills at another pharmacy, you can ask that the mail order pharmacy call and request that they are transferred over to your new pharmacy.
5. A new prescription may be needed from your healthcare provider for 90-day fills at the retail pharmacy or mail order. The pharmacy can reach out to your provider to request this script. Since your provider should be able to call this into your pharmacy of choice, an office visit typically will not be required.
6. If the pharmacy informs you that your insurance is not contracted with TrueScripts, please request that they call TrueScripts for us to assist further. You may also contact our Member Care Team, who will be happy to provide you with assistance and **Amazing Care**.



Mail Order Pharmacy Network

To enroll in mail order, please visit a website below:



260 Logistics Avenue, Suite B
Jeffersonville, IN 47130
PHONE: 1-800-607-6861 FAX: 1-800-633-0334
E-Scribe: NCPDP 025862
pharmacy.costco.com
**Membership not required to utilize mail order*



P.O. Box 2718
Portland, OR 97208
PHONE: 1-800-552-6694 FAX: 1-800-723-9023
NABP 3812674 - NPI 1528003910
ppsr.com



by amazon pharmacy

250 Commercial Street, Suite 2012
Manchester, NH 03101
PHONE: 1-866-332-1668 FAX: 603-935-9108
E-Scribe: NCPDP 3061582
pillpack.com
(PillPack Dispenses 30-Day Supply Only)



28 Conneaut Lake Rd
Greenville, PA 16125
PHONE: 844-522-CARE (2273) FAX: 844-308-1485
E-Scribe: NCPDP 6005943
carefilltc.com
**Care-fill mail order is not yet available in CA.*

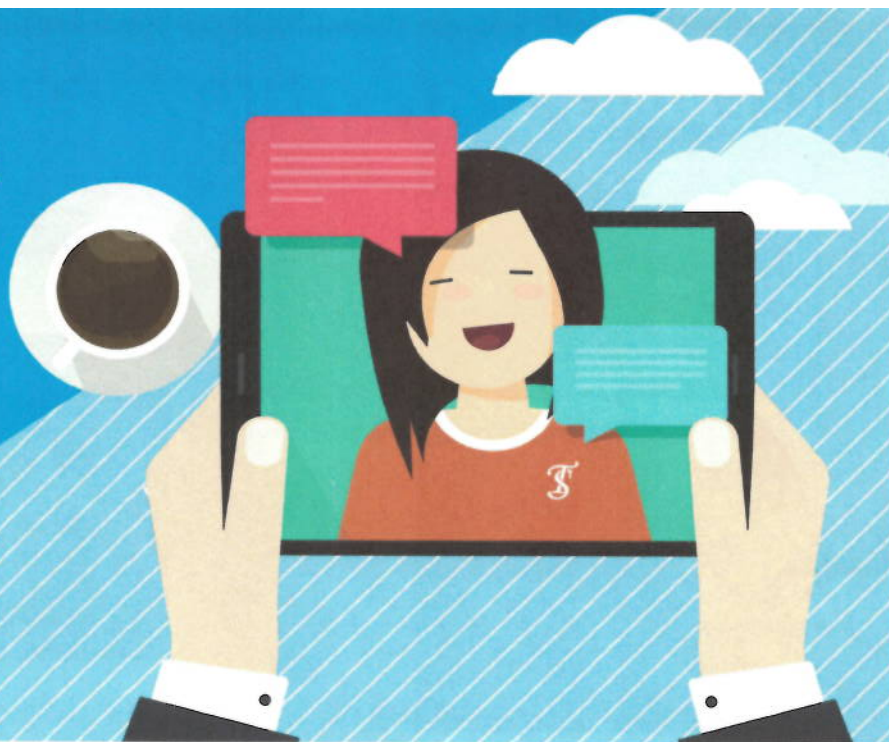
TrueScripts

Amazing Care at your fingertips!

Introducing TEXT & LIVE CHAT

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. 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**



KEEPING YOU CONNECTED

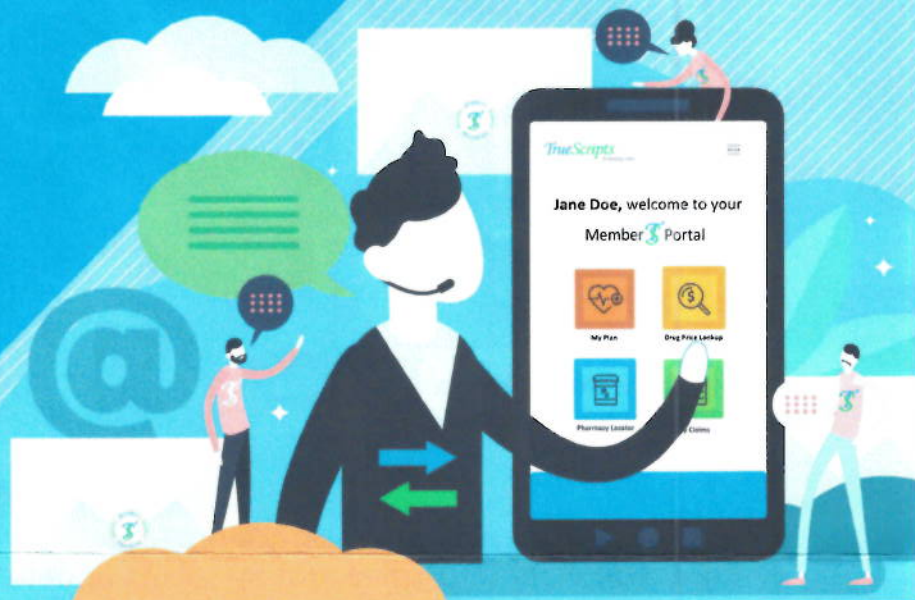
Member Portal

- Real-Time Drug Price Lookup
- Live Chat
- Pharmacy Locator
- Personal Plan Information & Claims History
- Additional Member Forms & Resources



Scan above
or
Enter below

memberportal.truescripts.com **Get Started!**



TrueScripts Members, follow these instructions to register:

- Enter the URL above into your web browser or click “Get Started” if viewing this document electronically. You can also scan the QR code from your mobile device to begin the registration process.

Note: You will not be able to register until on or after your effective date with TrueScripts.

- On the Member Portal landing page, choose ‘Register’ from the top navigation bar.



- Enter your personal information to complete the registration process.

**Note that you will need to have your Member ID card readily available*

- Check your email to verify and complete your account set-up.

- Once inside the portal, quickly access important information and helpful resources from your Member Dashboard. **Pro Tip:** The Drug Price Lookup tool will help you find the best price for your medications!



My Plan



My ID Card



My Claims



Drug Price Lookup



Pharmacy Locator

**If you have any questions along the way, please call us at the number below.
Our team is prepared to provide you with *Amazing Care!***

TrueScripts
Amazing Care

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Questions? Please call and speak to a care specialist who will answer your questions. **812-257-1955**

