

# 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.*

## WHAT CAN YOU EXPECT?

### CONTACT TRUESCRIPTS FOR:

- Help navigating pharmacy benefits
- Savings on your medications
- Answers for your medication questions

## YOU CAN CALL NOW!

TrueScripts is ready to help everyone enrolled in one of our medical plans starting in November.

**Call |** 844-257-1955

## LOWEST PRICING AVAILABLE

With PriceProtector+, TrueScripts automatically applies GoodRx discount pricing to your generic prescriptions if it's lower than the cost through your medical plan.

This gives you the greatest savings possible while getting credit toward your deductible and out-of-pocket maximum.

*No shopping around for the lowest-cost generic medications, no forms to send in, no headaches!*

## BEGINNING JAN. 1

### NEW ID CARDS

Look for a new pharmacy ID card in the mail toward the end of December. This new card will have the 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.

## MEMBER PORTAL ACCESS

On Jan. 1, you can register in the TrueScripts member portal. You can access:

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

# 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 options.

## Can I still fill my prescriptions at CVS?

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

## Should I reach out to TrueScripts before Jan. 1, 2026?

If you have questions about prior authorization or specialty medications, you can reach out to TrueScripts' Member Care staff before Jan. 1 to prevent disruption at the pharmacy.

### Reach out if you:

- Currently have a prior authorization in place with CVS Caremark
- Are unsure if you have a prior authorization currently in place
- Have questions about specialty medications

**Call | 844-257-1955**

FIND MORE INFO ON THE COLLEGE'S BENEFITS WEBSITE



**Hope** COLLEGE

## NEED HELP?

You have an advocate!

[MEMBERADVOCATE@THEMJCOS.COM](mailto:MEMBERADVOCATE@THEMJCOS.COM)

