

## Online Member Portal and Mobile App

TrueScripts plan members,

In order to best serve you and simplify your prescription benefit needs, the MyDrugBenefit online member portal and TrueScripts Mobile app will be undergoing renovation beginning on November 1, 2020.



During this time, both the online portal and mobile app will be closed for construction, with an anticipated reopening date set for early Spring 2021. In the interim, you may reach out to a TrueScripts Member Care Representative who will provide assistance with your prescription claims history information, plan parameter information, drug information, and more!

Our team of professionals are readily available Monday – Friday from 8AM – 6PM (EST), by calling **1-844-257-1955**. And with our **One Ring Response Rate**, you can expect to speak with a live TrueScripts representative on the first ring of the phone, nearly each time you call. You may also E-mail us at any time via the Contact Us page of our website and we will respond as soon as possible, or by the next business day.

We appreciate your patience during this time and look forward to the opportunity to provide you with new and innovative solutions. In the meantime, you can count on our commitment to always delivering **Amazing Care**.