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True Rx+

FAQ for Patients

True Rx Health Strategists is launching True Rx+, an enhanced patient mobile app and portal that will replace the current app and portal. This program FAQ answers common questions with four main sections: general information, outcomes and benefits, the patient experience, and additional support and resources.

General Information

Q: What is True Rx+?
A: True Rx+ is a new enhanced mobile app and portal designed to deliver the True Experience. True Rx+ makes it easier than ever for you to stay informed, save money, and get the expert support you need right when you need it.

Q: Why are we launching True Rx+?
A: True Rx+ includes additional features that support a best-in-class patient experience.

Q: When is True Rx+ available?
A: True Rx+ is available starting September 1, 2025.

Outcomes and Benefits

Q: What features are included?
A: True Rx+ includes:

- Personalized savings alerts
- Real-time prior authorization tracking
- Live two-way chat with an in-house True Rx Health Strategist
- Real-time medication price checker
- GPS-enabled pharmacy locator
- View benefits and claim history
- Refill reminders
- And more!

The Patient Experience

Q: Will True Rx+ cost me anything?
A: No, True Rx+ is completely free to use.

Q: How do I get True Rx+?
A: Simply search True Rx+ in your app store or go to member.myplantruerx.com to register.

Q: How soon do I need to download the app or register for True Rx+?
A: The current app and portal will be retired in 2026, so we recommend you start using True Rx+ as soon as possible to ensure uninterrupted access to your health information.

Q: Will my historical information transfer from the current app to True Rx+?
A: Yes, your claims information will be pulled into the new enhanced app.

Q: Can my family members share a True Rx+ account?
A: Dependents over 13 years of age will need to create their own account.

Q: When savings are available in the Savings Center will there be a pop-up notification within the app?
A: Yes, there will be a notification within the True Rx+ app as well as a push notification to your phone.

Support and Resources

Q: Need True Rx+ app help?
A: Visit truerx.com/members/true-rx-mobile-app for additional resources.

Q: Have questions about your benefits?
A: You can contact a Health Strategist through the True Rx+ app or portal using two-way chat or call us at 866-921-4047.