



## Welcome M & M Cartage Employees to TrueScripts!

As your prescription management company, we work with you and M & M Cartage 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 **October 1, 2019**:

1. You will be receiving **new insurance ID cards** from UMR with the TrueScripts pharmacy billing information. It is imperative that you present this card to your pharmacy when filling prescriptions on or after October 1<sup>st</sup>- 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. A new prescription will be needed from your healthcare provider for 90-day fills at the retail pharmacy. 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, please contact our Member Care staff prior to October 1st 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.

Our friendly Member Care staff is available to address any concerns discreetly and with a professional attitude. Please contact us toll free at (844) 257-1955 with any questions.

Again, welcome to TrueScripts and we look forward to a long and successful partnership with you!

Ashly Fisher, MSN RN  
Director of Account Management

Shellie Fuhs  
Account Manager

Autumn Strawn, BSHCA  
Account Coordinator

*In case you need to fill a prescription and have not received your new ID card from UMR, please present this letter to your pharmacy staff. For your member ID number, please contact TrueScripts Member Care at (844) 257-1955 or your pharmacy can contact the pharmacy help desk at (855) 326-2159.*

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