



Mark Cuban Cost Plus Drugs Program

Frequently Asked Questions

Our relationship with **Mark Cuban Cost Plus Drug Company** is another way we are helping lower the uncontrolled cost of medications, passing savings directly to you. **Starting July 1**, you will have another option for easy access to the needed medications while receiving supportive and personalized patient care.

Have questions? Please review the patient FAQs below or contact our patient care team at 866-921-4047.

Q1 What is the Mark Cuban Cost Plus Drugs Program?

True Rx has partnered with Mark Cuban Cost Plus Drug Company to offer their services as an in-network, mail order pharmacy, as a standard benefit offering. This is an optional program for our patients who choose to participate. **This program will start July 1, 2024.**

Q2 Will my prescriptions be filled by Mark Cuban Cost Plus Drugs?

When you choose this program, the prescriptions will be filled by HealthDyne and TruePill, who are their trusted partners.

Q3 How would this work with my True Rx insurance?

- Cost Plus Drugs is considered an in-network, mail order pharmacy if your employer offers mail order pharmacy benefits.
- Your co-pays will be determined by your current benefits plan.
- The cost of your medication will apply towards your insurance deductible and out-of-pocket maximums.
- Medications will be delivered to your doorstep.

Q4 What's the benefit to me?

You have another option for saving money on your prescription drug costs, with clear, easy-to-understand pricing.

Q5 Does my insurance include shipping?

Yes, standard shipping is included as part of your co-pay. If expedited shipping is chosen, you will pay the difference.

COST PLUS DRUGS IS AVAILABLE JULY 1, 2024

Q6 What is standard and expedited shipping?

Standard shipping: 5-7 business days. Expedited shipping: 3-5 business days.

Q7 What drugs are included in the program?

To see all medications we currently offer, please go to costplusdrugs.com/medications.

Q8 Am I eligible, as a patient, to utilize Mark Cuban Cost Plus Drugs with my insurance?

If your coverage offers mail-order pharmacy benefits as an option, you will be eligible to utilize Mark Cuban Cost Plus Drugs. You may contact the True Rx Patient Care Team at 866-921-4047, to find out if you are eligible. The Patient Care Team line is open Monday-Friday, 8am-8pm EST.

Q9 Where do I have my doctor send the prescription to?

The prescribing physician will need to send the prescription to Mark Cuban Cost Plus Drugs. The provider can either eScribe the prescription or download the prescription request form. The form can be located here: <https://costplusdrugs.com/providers/> The prescribing physician will also need to provide your email address.

Q10 How do I order my medication from Mark Cuban Cost Plus Drugs with my True Rx insurance?

- After you login to the True Rx member portal, click on "Save with Cost Plus."
- Visit [CostPlusDrugs.com](https://costplusdrugs.com) and check to see if your medication is available.
- Create your account and enter your insurance information
- Ask your doctor to send your prescription to the Mark Cuban Cost Plus Drug Company
- Look for your confirmation email and complete your medication order

Q11 As a patient, insurance denied my medication. If I fill the medication outside of insurance and use Mark Cuban Cost Plus Drugs, am I able to file for reimbursement?

If the medication is denied by insurance, you will not be able to file for a reimbursement through insurance.

Q12 Who do I contact for additional questions?

For questions about your pharmacy benefits and in-network pharmacies, contact the True Rx Patient Care Team at 866-921-4047, Monday - Friday, 8 am to 8 pm ET.

Have Questions?

Additional FAQs are located at
<https://costplusdrugs.com/faq/>

