



Welcome, Medford Area Public School District, to TrueScripts!

We are pleased to announce effective 1/1/2026, TrueScripts will be partnering with Medford Area Public School District as your NEW prescription management company! We will work with you and Medford Area Public School District 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 1/1/2026:

1. You will be receiving **new insurance ID cards** from Point C Health with the TrueScripts pharmacy billing information. It is imperative that you present this card to your pharmacy when filling prescriptions on or after (not before) 1/1/2026, 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 or filled through our mail order provider listed on the attached form. A new prescription will be needed from your healthcare provider for 90-day fills at the pharmacy or by mail order. 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 or taking a **Specialty Medication**, please contact our Member Care staff prior to 1/1/2026 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.
4. The TrueScripts Member Portal gives you 24/7 access to your plan information, claims history, and other tools and resources that will help you save money and get the most out of your prescription benefits on or after (not before) 1/1/2026. To register please visit memberportal.truescripts.com.

Our friendly Member Care staff is available (prior to 1/1/2026) to address any concerns discreetly and with a professional attitude. Please contact us toll free Monday-Friday 8:00 a.m. – 6:00 p.m. EST at (844) 257-1955 with any questions. Again, welcome to TrueScripts. We look forward to a long and successful partnership with you!

Your Account Management Team,

Lisa Walker

Lisa M. Walker
Director of Account Management

Michelle Leonard

Michelle Leonard
Account Executive

Jeremy Sheets

Jeremy Sheets
Account Manager

In case you need to fill a prescription and have not received your new ID card from Point C Health, please contact TrueScripts Member Care at (844) 257-1955.