



TRUE Ways to Save™ co-pay savings program

For Commercial Insurance Patients



The TRUE Ways to Save™ co-pay savings program offers savings solutions to you and your patients¹

PHARMACIST: Bill the patient's primary insurance plan using the TRUE METRIX® test strips and meter reimbursement code. If the primary insurance plan denies the claim, the co-pay assistance program invokes and returns a lower co-pay.

TRUE METRIX® Meter: 56151-1470-02
TRUE METRIX® AIR Meter: 56151-1490-02
TRUE METRIX® 100 ct.: 56151-1460-01



Provides your patients simple and easy access to your TRUE brand



Lower co-pay leads to better compliance and more loyal consumers



Easy processing for pharmacy staff



Visit www.trividiahealth.com/co-pay-savings-program to learn more!
For more information, contact your Trividia Health Account Manager at 1-800-877-6161.

Product Description	Reimbursement Code
TRUE METRIX® Self-Monitoring Blood Glucose Meter	56151-1470-02
TRUE METRIX® AIR Self-Monitoring Blood Glucose Meter	56151-1490-02
TRUE METRIX® Self-Monitoring Blood Glucose Test Strips, 100 ct.	56151-1460-01



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Frequently Asked Questions

Q: How is this program different from the C.O.B. card programs?

A: When there is a co-pay assistance card on file, you first need to bill the patient's primary insurance, and then complete a price modify. An Electronic Voucher Program does not require a price modify - the test strip and meter co-pay assistance is immediately applied electronically.

Q: What companies facilitate the test strip and meter co-pay assistance process?

A: RelayHealth, eRx Network, and RedSail are the electronic claims switches. They accept the prescription claims from the pharmacy, route to the Payor or PBM and then provide transmission of the return communication from the Payor or PBM to the pharmacy. In addition to transmitting prescription claims, RelayHealth, eRx Network, and RedSail are the co-pay buy down adjudicators.

Q: Which test strip and meter co-pay assistance programs are offered through RelayHealth, eRx Network, and RedSail?

A: **RelayHealth:** eVoucherRx™ and Denial Conversion™ Programs
eRx Network: Voucher on Demand™ and AutoRedeem™ Programs
RedSail: AutoVoucher and AutoConversion Programs

Each program offers co-pay savings for TRUE METRIX® Test Strips if the reimbursement code is qualified. In the event the reimbursement code is blocked, the conversion program invokes and returns a guaranteed low co-pay. For meters, if the primary insurance plan denies the claim, the conversion program invokes and returns a low co-pay.

Q: Are there any exceptions as to when the test strip and meter co-pay assistance won't apply?

A: Certain private or commercial third-party plans may not honor the test strip and meter co-pay assistance programs. Any plans in which the government is the end payor are also excluded; this includes Medicare, Medicaid or TRICARE.

Q: What is required in order to take advantage of these programs?

A: Simply enter the appropriate product reimbursement code. If the claim is eligible, the co-pay assistance will be applied.

Q: How will I know that the test strip and meter co-pay reduction and have been applied?

A: After the transaction has been adjudicated, the terminal screen will show a message with the voucher amount applied.

Q: What if I am having trouble processing a claim through the TRUE Ways to Save™ co-pay savings program?

A: Contact your switch company:
RelayHealth Support: at 800-388-2316
eRx Network Support: at 844-225-7518
RedSail Support: at 833-733-7245

Please have the following information on hand prior to contacting the support center:

- Pharmacy NPI Number – unique number that identifies the pharmacy
- Prescription Number – the unique number assigned to the prescription
- Date Processed – the actual date the claim was processed for payment

