

# TRUE Ways to Save™

## co-pay savings program

For Commercial Insurance Patients

Patients  
can save up to  
**\$250**  
annually with  
**TRUE METRIX®!**\*



The TRUE Ways to Save™ co-pay savings program offers savings solutions to you and your patients<sup>1</sup>

**PHARMACIST:** Bill the patient's primary insurance plan using the TRUE METRIX® test strips and meter NDC/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® 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

Take control of your test strip business and save your patients money by recommending TRUE METRIX® today!

POWERED BY



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For Commercial Insurance Patients

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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 company facilitates the test strip and meter co-pay assistance process?**

A: RelayHealth is the electronic claims switch. 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 is the **co-pay buy down adjudicator**.

**Q: Which test strip and meter co-pay assistance programs are offered through RelayHealth?**

A: eVoucherRx™ and Denial Conversion™ Programs are offered through RelayHealth. The eVoucherRx™ program offers co-pay savings for TRUE METRIX® Test Strips if the NDC/ Reimbursement Code is qualified. In the event it is being blocked, the Denial Conversion™ program invokes and returns a guaranteed low co-pay.

For meters, if the primary insurance plan denies the claim, the Denial 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 NDC/ 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 this message:

**Test Strip Co-Pay**

CLAIM APPROVED \*eVoucher\* <Trividia Health>, the mfr of <TRUE METRIX> paid \$<SAVINGS> toward your plan copay

**Meter Co-Pay**

Trividia Health, the mfg of TRUE METRIX, paid "X" towards the cost of this prescription. Relay Health is the primary payor.

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

- A: Contact RelayHealth Support at 800-388-2316. 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

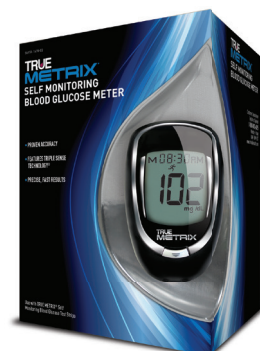
**Q: What if I am not currently signed up on any of the programs?**

A: The eVoucherRx™ Program is available to all pharmacies. Simply call 800-868-1309 or email: [pharmacy.connections@relayhealth.com](mailto:pharmacy.connections@relayhealth.com). To sign up your pharmacy to the Denial Conversion™ Program, simply contact Veridikal at [sales@veridikal.com](mailto:sales@veridikal.com) or (888) 975-1432.



**For more information, contact your Trividia Health Account Manager at 1-800-877-6161.**

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



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\*Relay Health Average Co-pay Data 100ct TRUE METRIX Test Strips, 2021

1. Program does not cover cash claims, claims rejected by a managed care plan; discount card claims; or claims where government is the end payor including Medicare, Medicaid or TRICARE. Tiered co-pay savings based on Test Strip quantity dispensed. Once meter is processed for reimbursement, you cannot submit for claim to any other third-party payor. If the primary insurance plan denies the claim, the co-pay assistance program invokes and returns a low co-pay.