

Welcome to SmithRx

Your employer has chosen SmithRx to manage prescription drug benefits. Our mission is to provide you with effective, convenient, low-cost pharmacy benefits with a dedicated team to help you navigate these benefits.

Please look for your updated member benefits ID card in the mail. This will include information you'll need to present to your pharmacist before filling prescriptions. In the meantime, please continue to use your current ID card until your new plan with SmithRx is in effect.

Our team is here to make getting started with SmithRx a seamless experience. Once you receive your ID card, please create an account on our online Member Portal at smithrx.com/portal. There you can view your plan details, find the lowest-cost medication at a pharmacy near you, track your prescription drug costs, and more. You can also chat with our team directly from our website, www.smithrx.com, call SmithRx Member Support at (844) 454-5201, or email us at help@smithrx.com. Our contact information can also be found on the back of your ID card.

Thank you for being a valued member.



Jake Frenz | Founder and CEO

Getting Started with SmithRx

Get Ready to Use Your New Pharmacy Benefits

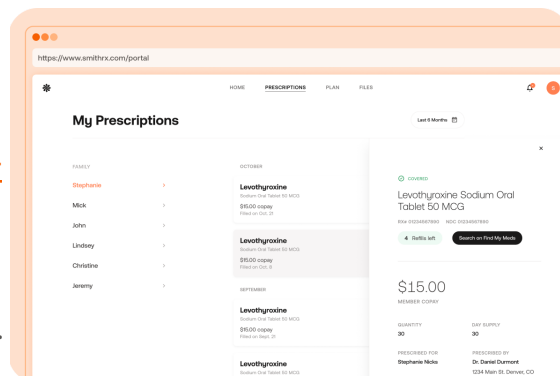
Get started with SmithRx in 3 easy steps!

1. Update your Rx insurance with your pharmacy

If you haven't already, in the next few days you will receive an updated benefits ID card in the mail. This will include your prescription drug plan information that you will need to present to your pharmacy before filling medications. The BIN, PCN, & group ID allows your pharmacy to find SmithRx in their system.

2. Sign up for the Member Portal

Once you have your new ID card, [create a Member Portal account \(SmithRx.com/Member\)](#) to view your plan details, find the lowest-cost medication at a pharmacy near you, track Rx spend, and more.



3. Take advantage of more savings with SmithRx Connect 360

[SmithRx Connect 360](#) is a set of unique cost savings programs designed specifically to save you money on your medications. These programs can help eligible members obtain medications for **little or no co-payment**. If any of your prescriptions are eligible for savings and action is needed from you, the SmithRx Connect 360 Team will reach out via phone, text message, email and/or a notification in the member portal. **Be sure to connect with us to take advantage of the savings available to you!** A Patient Access Specialist will guide you through the enrollment process for the Connect program you're eligible for.



Getting Started with SmithRx

Refilling your Prescriptions with Ease

Retail Pharmacy Network

SmithRx partners over 65,000 retail pharmacies across the nation, including major national chains, regional chains, grocers and independent pharmacies. So chances are, you can keep using your current pharmacy. Here are just a few of the retail pharmacies in our network.



Mail Order Pharmacies

Take advantage of the cost savings and convenience of mail order services through our preferred partners:



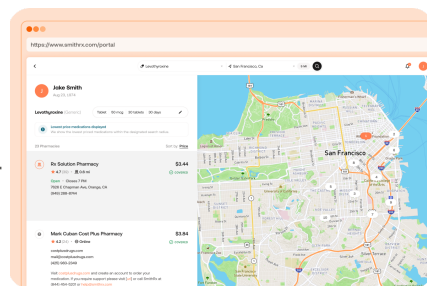
Specialty Pharmacy Network

Costco Specialty Pharmacy and Senderra are available to fill your specialty medications.



Download the [pharmacy overview document](#) for more information on getting started with our mail order and specialty pharmacy partners.

Tip: Use the “Find My Meds” tool in the SmithRx [Member Portal](#) to locate pharmacies offering the lowest medication prices under your plan.



Frequently Asked Questions

What is a Pharmacy Benefits Manager (PBM)?

Pharmacy benefits managers (or PBMs) like SmithRx administer prescription drug benefits on behalf of your employer's benefits plan. Your PBM powers your pharmacy experience by:

- Making sure you're charged the correct copay at the pharmacy
- Setting up and approving your medications to be covered according to your plan design
- Reviewing clinical requirements related to your prescriptions

What Can I Do in the SmithRx Member Portal?

- Find the lowest-cost pharmacy near you with "Find My Meds"
- View your plan and summary of benefits
- Look up prescription details
- See your prior authorization status in the notifications center
- Access or reorder your Member ID Card
- Get prescription savings alerts

What is a formulary?

A formulary is a list of brand-name and generic medications that are covered by your benefit plan. Formularies vary by plan. SmithRx regularly reviews this list based on clinical guidelines, safety, effectiveness, and cost. Being on the formulary doesn't guarantee coverage, and the list may change over time.

Where can I find the drug formulary?

You can access your plan's drug formulary by visiting the SmithRx member portal at smithrx.com/members. Please note that your plan benefits may also have coverage restrictions that may not be represented on the drug formulary.



Frequently Asked Questions

What if my medication is not in the formulary?

The formulary lists medications in many therapeutic areas. If your medication is not covered, there may be a lower cost alternative available. If you have explored all other alternatives, your doctor may be able to seek an exception based on medical necessity. Please contact SmithRx Member Support to assist with finding alternatives if your medication is not listed in the formulary.

My medication needs prior authorization. What does this mean?

A prior authorization (PA) is a review your plan requires for certain medications. If a PA is required, your doctor will submit the request to SmithRx—no action is usually required from you. While our team aims to act promptly, it can take up to 15 days to receive a response on non-urgent PA's and up to 72 hours for urgent cases. You'll get a decision by mail. For text updates, add your mobile number in the member portal or contact Member Support at smithrx.com, help@smithrx.com, or (844) 454-5201. You can also get timely [notifications](#) and track your PA process through the Member Portal.

To check if your medication needs a PA, log into the SmithRx Member Portal and use "Find My Meds".

What is Step Therapy?

In some cases, your plan requires you to first try one medication for your condition before it will cover another medication. This is most common if there is a generic medication available. You can identify which drugs require step therapy by using the formulary lookup tool on the member portal.

How can I get another copy of my ID Card?

Your pharmacy benefit information is located on your SmithRx benefits ID card. You can access your SmithRx benefits ID card through the SmithRx member portal.



We Are Here to Help

The **SmithRx Member Support Team** is dedicated to connecting you with the tools and resources needed to lower your out of pocket costs for medications. We can answer your questions and support you throughout the process. Our goal is to simplify your pharmacy benefits and connect you to savings on your prescriptions.

Live assistance is available **Monday through Friday, 8 am - 9 pm ET** and **Saturdays 11 am - 4 pm ET**.



Chat

Chat live with a member service representative on our [website](#) or in the [member portal](#)



Portal

Find plan info, ID cards and documents at smithrx.com/portal



Email

Email our team at help@smithrx.com



Phone

Call us at [844-454-5201](tel:844-454-5201)

Connect 360 Support

For assistance with **Connect 360 Programs**, contact our dedicated support team at [844-385-7612](tel:844-385-7612) or connect@smithrx.com.

