

# Welcome to SmithRx

We're excited to partner with you to provide you with world-class pharmacy benefits.

Please look for an updated ID card from SmithRx in the mail. This will include your new SmithRx information, which 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. If you have any questions, please call SmithRx Member Support at (844) 454-5201, also found on the back of your ID card. You can also consult our website [www.smithrx.com](http://www.smithrx.com) or chat with a Member Support agent directly from our site.

Thank you for being a valued member of our plan.

A handwritten signature in black ink, appearing to read "Jake Frenz".

**Jake Frenz | CEO**

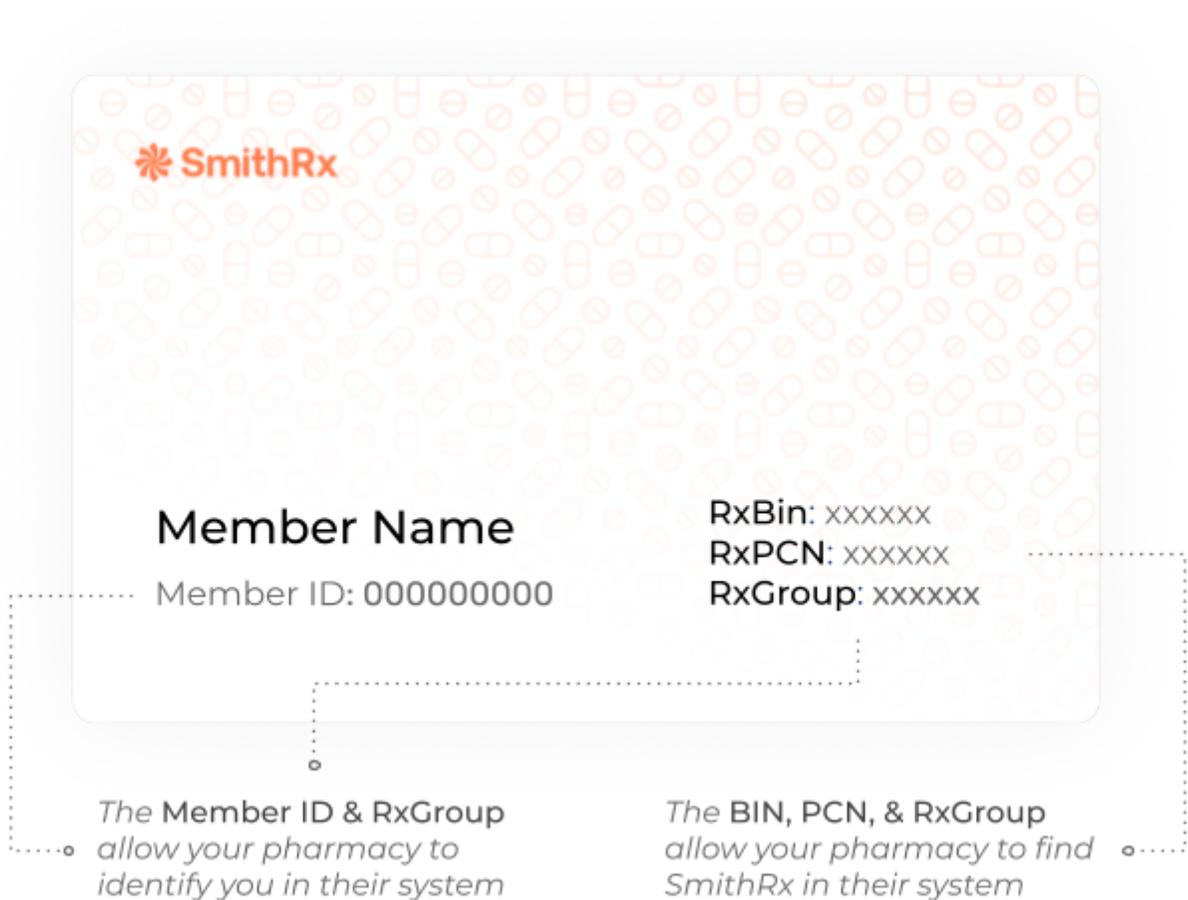
**help@smithrx.com**



## Understanding Your Prescription Benefits

Getting started: how do I get my prescriptions at the pharmacy?

Provide your prescription benefits card to your pharmacy and ask them to update your insurance profile. The pharmacy will need the BIN, PCN, Member ID, and RxGroup number to process any covered prescription(s).





## Which pharmacies can I go to? Is my local pharmacy in-network?

There are over 83,000 in-network retail pharmacies. For specific in-network pharmacy questions or to check whether your local pharmacy is in-network, please contact SmithRx's dedicated Member Support team at (844) 454-5201.

## Who is my mail-order service provider?

If covered by your plan, most non-specialty (traditional) medications can be filled through Amazon Pharmacy Home Delivery. To get started:

1. Visit [www.amazon.com/smithrx](http://www.amazon.com/smithrx) and click on "Get Started". If you are already an Amazon customer, follow the sign-up process. If you're not yet an Amazon customer you'll need to sign-up, validate yourself and then follow the instructions.
2. Verify and/or add your insurance. It is important to verify your full member ID on your card against the insurance profile. Reminder: please have your insurance member ID card ready to double check all of your information.
3. Request your doctor or prescriber to send a 90 day supply of your new prescription to Amazon Pharmacy via electronic prescribing (e-scribe) or via phone/fax.
  - Name/E-scribe: Amazon Pharmacy Home Delivery
  - Amazon Pharmacy fax: 512-884-5981
  - Amazon Pharmacy address: 4500 S Pleasant Valley Road, Suite 201, Austin, TX 78744-2911
  - Amazon prescriber and pharmacy line: 855-206-3605

## Where do I get my specialty medications?

Prescribed specialty medications covered by your plan benefits can be secured through the following specialty pharmacies:

[Kroger Specialty Pharmacy](#)

(888) 355-4191

[Senderra](#)

(888) 777-5547

Please have your prescriber send your specialty prescription to either Kroger Specialty Pharmacy or Senderra. To utilize the specialty pharmacy, simply call either of the pharmacies above to enroll. Many specialty medications require prior authorization, so please call SmithRx Member Support to check coverage and start any necessary authorization processes.



To help provide our members with access to safe, high-quality, and cost-effective prescription benefits, it is necessary to classify some drugs as preferred and others as non-preferred on the SmithRx formulary.

## What is a formulary?

A formulary is a list of drugs that your doctor may prescribe for you that includes information related to coverage and cost of these drugs. This list may change over time.

How is formulary coverage determined? Medications are regularly reviewed by our Pharmacy and Therapeutics Committee (P&T), while our Value Assessment Committee (VAC) conducts clinical analysis and evaluation of peer-reviewed literature and medical care guidelines to determine the safety and efficacy of medications. After this rigorous clinical evaluation, the committee weighs the financial implications of a drug compared to other similar drugs and determines a formulary placement based on safety, efficacy and cost-effectiveness. Please note all drugs on the SmithRx formularies are subject to periodic review and amendment and being listed on the formulary does not guarantee coverage.

## Where can I find the drug formulary?

You can access your drug formulary by visiting the SmithRx member portal at [www.mysmithrx.com](http://www.mysmithrx.com). If you have questions regarding your prescription coverage you can also contact SmithRx Member Support for assistance with your medication questions. Please note that your plan benefits may also have coverage restrictions that may not be represented on the drug formulary.

## What if my medication is not on the formulary?

The formulary is designed to provide access to medications in all therapeutic areas. If your medication is not covered, there may be a lower cost alternative available. If you have explored all alternatives, your doctor can work with SmithRx to determine if an exception to coverage can be made. Please contact SmithRx Member Support to assist with finding alternatives if your medication is not covered.

## Additional requirements for coverage or limits on certain medications:

Your plan may have additional requirements for coverage or limits for select prescription medications. These requirements and limits ensure that medications are used in the most safe and cost-effective manner. A team of practicing physicians and pharmacists developed these requirements and limits to help your plan provide quality coverage.



## **My medication needs prior authorization. What does this mean?**

If your physician prescribes a medication requiring a prior authorization, you will need to go through an additional authorization process. Our Clinical Team reviews requests for these selected medications to help ensure appropriate and safe use of medications for your medical condition(s).

To see if your medication(s) require prior authorization, please contact SmithRx Member Support at (844) 454-5201.

## **My medication needs step therapy. What does this mean?**

In some cases, your plan requires you to first try one medication to treat your medical condition before it will cover another medication for that condition. For example, if Drug A and Drug B both treat your medical condition, your plan may require your physician to prescribe Drug A first. If Drug A does not work for you, your plan may cover Drug B.

## **Is there an online member portal?**

SmithRx's online Member Portal allows you to access important forms, review your pharmacy transactions, print ID cards, find Member Support contact information, and more.

To register for your account, go to [www.mysmithrx.com/login](http://www.mysmithrx.com/login) and click on "Create An Account". Please have your SmithRx prescription benefits card available.

## **How can I get another copy of my ID Card?**

Your pharmacy benefit information is located on your SmithRx Benefit card. You can access your SmithRx Benefit card through the SmithRx Benefit portal. While typically not necessary, you can also request an emailed copy of your prescription benefits card by visiting [www.mysmithrx.com](http://www.mysmithrx.com) and clicking on "Request ID" to fill out a Benefit Card Request Form.



# SmithRx Connect

## Connecting you to the lowest cost prescription solutions

### SmithRx can help lower your drug costs

Did you know your local retail pharmacy may not always be the lowest cost option? SmithRx's Connect programs can help you navigate alternative sources and support you throughout the process. This saves you money as many of these programs require little to no co-payment on medications. We'll do the work so you can stay healthy and happy.



#### Access

Did you know it's possible to leverage additional savings on traditional branded medications? Our team works with preferred pharmacy partners to capture coupon savings through our Access program. The program allows members to have a low or \$0 copay on prescriptions while also helping employers save on pharmacy benefit costs.



#### Assist

No more pre-shopping for the best price or printing coupons! Your member ID has all the information that your pharmacy needs to find the best deals for you at the point of sale. When the pharmacy submits your claim, the Assist decision engine will find the lowest cost option for you and that is what you pay at the counter.



#### Access Plus

Many high-cost specialty medications can be accessed through advocacy foundations and grant programs when a medication is not covered under the pharmacy benefit. SmithRx assists members in navigating and applying to these different programs.



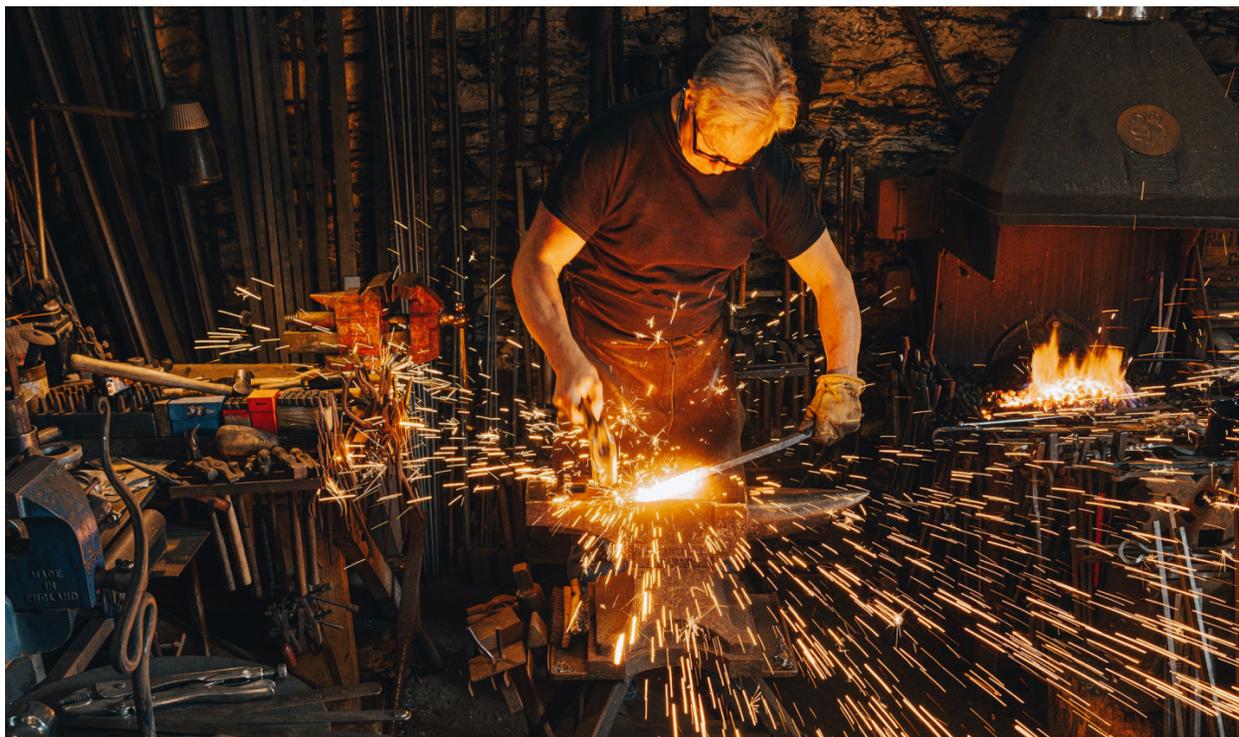
#### International Sourcing

Upon a health plan's request, SmithRx offers the option to connect the plan's members with an independent, third party international sourcing company that can help members obtain select prescription drugs at a lower cost, by mail, from international pharmacies.



## **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.



Thank you,

**The SmithRx Team**

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[smithrx.com](https://smithrx.com)