

# Welcome to SmithRx

Welcome to SmithRx! We're so glad to have you. You're about to experience a fresh approach to pharmacy benefits. One built on transparency, simplicity and real savings.

Our commitment is to you, ensuring you have clear access to the medications you need at the best possible price. Your plan includes access to a variety of **savings programs** to help you lower your medication costs. And the **Find My Meds tool** in your Member Portal makes it easy to compare pharmacy prices and find your medications at the lowest price. We're dedicated to helping you keep more money in your pocket.

We're also committed to providing the tools and resources you need to make using your benefits easy. Your SmithRx Member Portal is a central hub where you can securely manage your benefits and get the assistance you need. We offer support via chat, phone, and email, ensuring you can access help when and where you need it. Our Member Services team is here to listen, help, and ensure you feel confident and cared for every step of the way.

We're excited for you to experience the SmithRx difference. Welcome aboard!



Jake Frenz | Founder and CEO



# Getting Started with SmithRx

## Get Ready to Use Your New Pharmacy Benefits

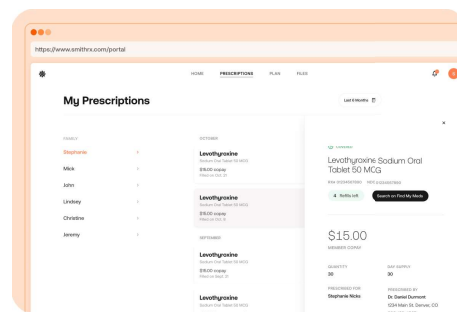
Get started with SmithRx in 3 easy steps!

### 1. Update your Rx insurance with your pharmacy

You will soon receive a new benefits ID card, which will have your SmithRx plan information. Be sure to provide the pharmacy with this new card before filling your medication. The BIN, PCN, & group ID allows your pharmacy to find SmithRx in their system.

### 2. Sign up for the Member Portal

Once your plan is active, you will have access to the [SmithRx Member Portal](#). Here, you can view your plan details, find your medications for the lowest price at a pharmacy near you, view your prior authorization status, and more.



### 3. Connect with Us for More Savings

At SmithRx, our mission is to help you save money on your medications. If you have a prescription eligible for savings, our Connect Team will reach out to you via phone, text, email and a notification in your Member Portal.

**Simply connect with a Patient Access Specialist to start saving!**



# 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:



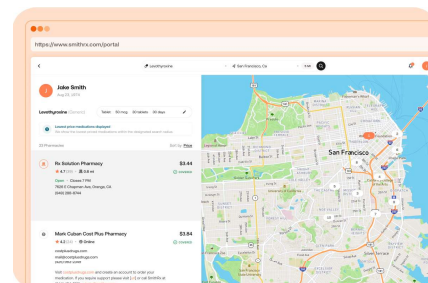
### Specialty Pharmacy Network

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



**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 your SmithRx 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](https://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](https://smithrx.com), [help@smithrx.com](mailto: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.



# We Are Here to Help

## SmithRx Member Support

The SmithRx Member services team is dedicated to ensuring you understand your plan and can access your medications with ease.

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

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### Chat

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



### Portal

Find plan information and documents at [smithrx.com/portal](https://smithrx.com/portal)



### Email

Email our team at [help@smithrx.com](mailto:help@smithrx.com)



### Phone

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

## Connect Support Team

For assistance with **savings program enrollment**, contact our dedicated support team at [844- 385-7612](tel:844-385-7612) or [connect@smithrx.com](mailto:connect@smithrx.com).

