Welcome to SmithRx

Your prescription benefits are administered by SmithRx, a pharmacy benefits manager (PBM). PBMs coordinate the interaction between your employer, physician, health plan, and pharmacy. Your PBM powers your pharmacy experience by:

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

Since your PBM benefits are closely related to your health coverage, you're automatically covered when you enroll in your health plan.

Welcome to pharmacy benefits with SmithRx. Our mission is to reduce the complexity and cost of your pharmacy benefits.

What is a Pharmacy Benefits Manager?

Pharmacy benefits managers (or PBMs) coordinate the interaction between your employer, physician, health plan, and pharmacy. Your PBM powers your pharmacy experience by:

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

Since your PBM benefits are closely related to your health coverage, you're automatically covered when you enroll in your health plan.

Will my pharmacy experience change?

You will receive a new Member ID card in the mail. Present this new card at the pharmacy to ensure you're using your current plan and not overpaying for your prescriptions.

PBMs like SmithRx cover medications based on lists of preferred drugs called formularies. The formulary with SmithRx may differ from your prior PBM. We'll notify you if a change is required for your medication(s).

Can I go to my usual pharmacy?

We have over 83,000 pharmacies in our network including retail pharmacies like CVS, Walgreens, RiteAid, Walmart, Costco and more. Mail order pharmacies like Amazon Pharmacy and Walmart Mail Order, and specialty pharmacies like Senderra and Kroger.

What if I need assistance?

The SmithRx Member Services team is available from 8am to 8pm Mountain Time, Monday through Friday by:

- Phone: 844.454.5201
- Email: help@smithrx.com
- Chat: On our website www.smithrx.com

In addition, we have onsite clinical staff and after hours answering to ensure you can always get the assistance you need.

You can also create an account on our **Member Portal**

Go to **member.mysmithrx.com** to view important pharmacy benefits information like your prescription claims, plan details, formulary, and helpful resources. Use the Find My Meds tool to search for the lowest-cost prescription drugs at nearby pharmacies.

Welcome to SmithRx

The SmithRx Connect 360 programs can help patients obtain medications for little or no co-payment. Our team will proactively reach out to you and help you navigate the process if any of these programs apply to your medications.

Please ensure your contact information is updated with your human resources team and answer or return calls or emails from SmithRx to ensure you make the most of your benefits.

Access Plus

Navigating access to high-cost specialty medications through advocacy programs; assistance with applications is provided when these drugs are not covered under the pharmacy benefit.

Medical Pharmacy Management

Savings on high-cost infused specialty medications; assistance with qualification through advocacy programs and the facilitation of administration at home, local infusion centers, or doctors' offices for administration.

Access

Capturing manufacturer coupon savings on traditional and specialty medications. Members have a low or $0 copay on prescriptions while also helping groups save on pharmacy benefit costs.

Autoimmune

Yusimry, a biosimilar for Humira, is now available to SmithRx members at Mark Cuban Cost Plus Drugs. Yusimry offers a more affordable option for members with autoimmune diseases.

Diabetes Non-Insulin (DNI)

As diabetes spend increases, we transition members to the most affordable diabetes non-insulin medications. Our first low cost solution is Brenzavvy, a SGTL2 inhibitor, at Cost Plus Drugs.

Low Cost Insulin The lowest cost insulin products on the market; typically a generic or biosimilar insulin, offering upfront savings to the health plan instead of having to wait for rebates.

Assist

Assist works in the background and automatically finds the lowest price discount card at the pharmacy for members, eliminating the need for members to pre-shop and print coupons.

Mark Cuban Cost Plus Drugs

This partnership expands access to more affordable prescription drugs. Like SmithRx, Cost Plus Drugs is transparent and offers cost plus a straightforward 15% markup and flat fee.

International Sourcing

In the event that international sourcing is the lowest cost option, if requested by groups, SmithRx can connect members with an independent sourcing company for access to low cost medications.

Multiple Sclerosis (MS)

The lowest cost multiple sclerosis products on the market through Cost Plus Drugs; generic medications offer upfront savings to the health plan instead of having to wait for rebates.

340B Referral Program

In select geographic areas, SmithRx members can obtain expensive medications at a lower cost through the 340B Referral Program.

SmithRx Pharmacies

SmithRx partners with over 83,000 retail pharmacies across the nation including the major national chains, regional chains, grocers and independent pharmacies. In addition, we have three preferred mail order pharmacies and two specialty pharmacies. You can always find the pharmacy with the best price by using the Find My Meds search tool in the Member Portal at mysmithrx.com.

Mail order pharmacies:

amazon pharmacy	Register at www.amazon.com/smithrx. Doctors can send prescriptions via electronic prescribing, fax or phone: • **Name/E-scribe**: Amazon Pharmacy Home Delivery • **Amazon Pharmacy fax:** 512-884-5981 • **Amazon prescriber and pharmacy line:** 855-206-3605
Walmart Pharmacy	Doctors can send prescriptions via electronic prescribing, fax or phone: • **Walmart Pharmacy fax:** 1 (800) 406-8976 • **Walmart prescriber and pharmacy line:** 1 (800) 273-3455 • **Website:** https://www.walmart.com/cp/1042239
MARK CUBAN CostPlus DRUG COMPANY	See whether your medications are available: https://costplusdrugs.com/medications. Doctors can send prescriptions via electronic prescribing to: • **Name/E-scribe:** Mark Cuban Cost Plus Drug Company (MCCPD)

Specialty pharmacies:

Kroger specialty pharmacy	For enrollment assistance patients can call: 888-355-4191. Prescribers can visit www.krogerspecialtypharmacy.com and fill out the appropriate forms for the appropriate department. Faxed prescriptions will ONLY be accepted from the prescriber.
SENDERRA Specialty Pharmacy	For enrollment assistance patients can call: 888-777-5547. Prescribers can visit https://senderrarx.com/prescribers/forms and fill out the appropriate forms for the appropriate department. Faxed prescriptions will ONLY be accepted from the prescriber.

Retail pharmacies: Here are just a few of the retail pharmacies in our network.

CVS pharmacy · RITE AID · Walgreens · Walmart · COSTCO WHOLESALE

SmithRx CONTACT INFORMATION

Patient (Member) Support

Toll-free Phone Number
(844) 454 - 5201

Email
help@smithrx.com

Connect Patient Support

Toll-free Phone Number
(844) 385 - 7612

Toll-free Fax Number
(866) 642 - 5620

Connect Access Plus
(844) 385 - 4565

Connect Access Specialty & Traditional
(844) 385 - 7612

Email
connect@smithrx.com

Pharmacy/ Provider Line

Toll-free Phone Number
(844) 512 - 3030

Toll-free Fax Number
(866) 642 - 5620

Email
provider@smithrx.com

Corporate

Toll-free Phone Number
(844) 454 - 0123

Toll-free Fax Number
(866) 642 - 5620

Email
info@smithrx.com

Address
Patient Support
P.O. Box 77864
San Francisco, CA 94107

Find self-serve tools and resources in the SmithRx Member Portal

SmithRx

SCAN ME

*SMS text and emails apply if SmithRx has the updated member contact information. You can update your contact information in the member portal - simply click your profile to add your email and phone number.