



# Pharmacy Benefits Open Enrollment Info

Our mission is to reduce the cost and complexity of prescription drugs with radical transparency.



# What is a PBM and how do I get my medications?

Pharmacy Benefit Managers (PBM) coordinate the interaction between your employer, physician and pharmacy.

## How does the PBM help my pharmacy experience?

- 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.

## How do I get coverage?

You're automatically covered when you enroll in your health plan.



# Will my pharmacy experience change?

For most plan members, there will be little to no change.

Go to your usual pharmacy and get your medications.



## Member ID Card

Remember to present your new card at the pharmacy.



## Medication Coverage

You can find your formulary and benefits resources in our [Member Portal](#).



## Member Support

Our dedicated Member Support team is available via 844.454.5201

6 am - 7 pm (MT) Mon-Fri

9 am - 2 pm (MT) Sat



# Recommended Resource: Member Portal

Discover easy Rx benefits management in the Member Portal: [smithrx.com/portal](https://smithrx.com/portal)

## Member ID Card

Access your Member ID Card and forms

## Plan Usage Tracker

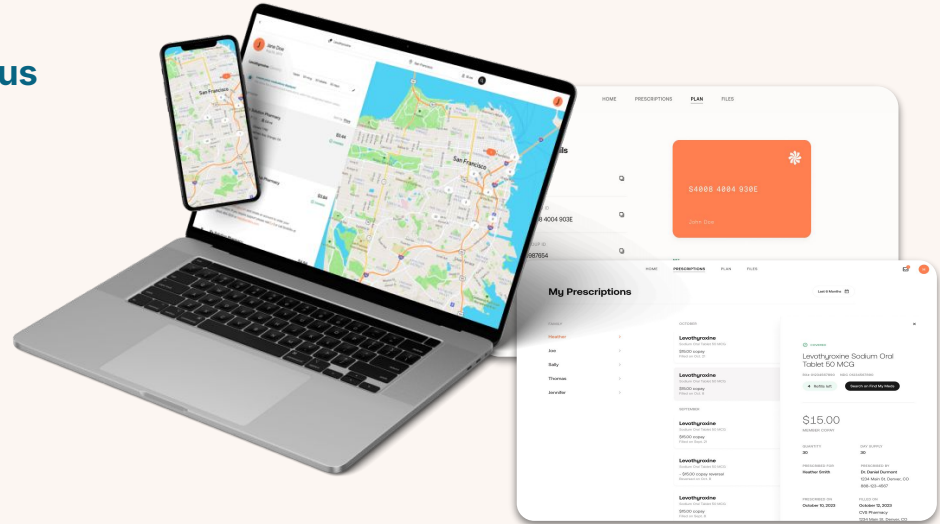
Track total spends against your plan deductible and out-of-pocket limits and the total spend breakdown


## View Claims, PA status

View prescription claims.  
Get Prior Authorization  
Status Notifications



## Find My Meds

Search for the lowest cost pharmacy near you with the Find My Meds tool







[HOME](#)[PRESCRIPTIONS](#)[PLAN](#)[FILES](#)




Welcome  
Jake


 Find My Meds

YOUR MEMBERSHIP CARD

JAKE FRENZ


 **SmithRx**  
Pharmacy Benefits



MEMBER ID  
S900 9093 39SS





BIN	PCN	GROUP ID
4869750	6548097	0987654

SHORTCUTS

 Your Prior Authorization is Pending  
Check your notifications for more information.

 Check notifications  >

 Access your plan details >

 Manage your prescriptions >

smithrx.com



## Notifications



Test



Update: Access - Traditional (A-T) Program enrollment is Closed & Transitioned

10/1/2024

Prescription: Test



Update: Access Plus (AP) Program enrollment is Closed & Transitioned

9/27/2024

Prescription: Test



Action required! Savings for Test

9/26/2024

Access Plus (AP) Renewal Reference Number - Potential savings for Test



You may qualify for Access Plus (AP) Program

9/19/2024

Prescription: Test



You may qualify for International Sourcing (INT) Program

9/18/2024

Prescription: Test Drug Name



You may qualify for Access Plus - Med Pharm (AP-MP) Program

9/17/2024

Prescription: test



Hi TEST COPAYTEST-50!

Your enrollment for the Access - Traditional (A-T) Program is now Closed and you are now enrolled into the Access - Traditional (A-T) Program.

Your Reference Number is: 00753216 and was initiated on Oct 1st.

For any questions regarding your pharmacy benefits, **send us a chat**, or to speak with a Patient Access Specialist call us at **(844) 385-7612**.

Thank you.

Today, 10:36 AM



Hi TEST COPAYTEST-50!

The SmithRx Connect Team has attempted to reach you regarding the Access - Traditional (A-T) Program, which may help you save on Test.

If you have not yet connected with a SmithRx representative please **send us a chat** or give us call at **(844) 385-7612** to learn more and determine your eligibility.











We'll send you updates as your case moves forward. You may actively check the status of your case here in the SmithRx Member Portal as well. Your Reference Number is: 00753216

Thank you.

Today, 10:34 AM



## Notifications

- 
**Prior Authorization update** 5/30  
 You have a new status update
- 
**SmithRx Member Services** 5/30  
 Congratulations! You may qualify for a new pr...
- 
**SmithRx Member Services** 5/30  
 Congratulations! You may qualify for a new pr...
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**SmithRx Member Services** 5/30  
 Congratulations! You may qualify for a new pr...



Levothyroxine

may actively check the status of your prior authorization here in the SmithRx Member Portal as well.

No action is required of you at this time.

Your Reference Number is: [0123456789] and was initiated on [PA - DATE RECEIVED]

For any questions regarding this prior authorization, send us a chat.

You may also email us at [help@smithrx.com](mailto:help@smithrx.com) or call us at 844.454.5201.

Learn more about what a prior authorization is and why it's an important process to assure drug safety. [View Article](#)

May 29th



Hi [Full Name Member]!

Your prior authorization case is pending additional information from your doctor. We have notified your doctor of the information needed. Your doctor will have up to 45 days to respond to this request. Once we receive complete information, our clinical team will review.

No action is required of you at this time.

For more information and to actively check the status of your prior authorization, please log into Member Portal at [smithrx.com/portal](https://smithrx.com/portal).

Today, 9:57 AM

# Our Nationwide Pharmacy Network

65,000+ retail locations and growing

## Retail Network



## Mail Network



## Specialty Pharmacy





# Connect 360: Opportunities for more Rx savings

How our cost savings program works  
to get help you achieve \$0 copay

1

If you're taking a qualifying drug, you may hear from SmithRx about additional cost savings programs

2

The SmithRx representative will help you navigate the savings program enrollment

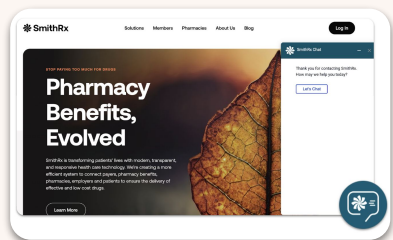
3

Ensure your HR team has your contact information on file so we can reach you and guide you through the easy cost-savings process



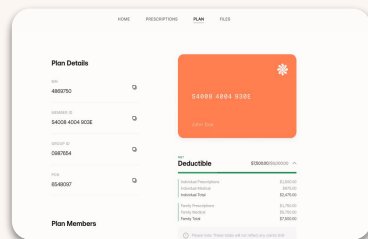
# SmithRx Member Services

We make it easy and convenient for you to access your medications and Rx benefits.



## Live Chat

Just click the chat icon on the bottom-right of the web page to start.



## Member Portal

Create an account on our Member Portal at [smithrx.com/portal](https://smithrx.com/portal). Access answers to FAQs.



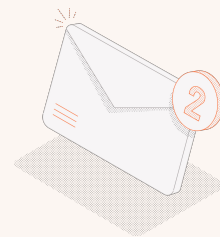
## Phone

**(844) 454-5201**

Member Specialists are available:

6 am - 7 pm (MT) Mon-Fri

9 am - 2 pm (MT) Sat



## Email

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



# FAQ

Get answers to frequently asked  
questions in the Member Portal

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

# Frequently Asked Questions

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What if I have Connect 360 savings programs related questions?

What if a drug has a prior authorization (PA) requirement?

What if I want to check the price of their medication at various pharmacies?

What if a member receives an email, call, or text from SmithRx?

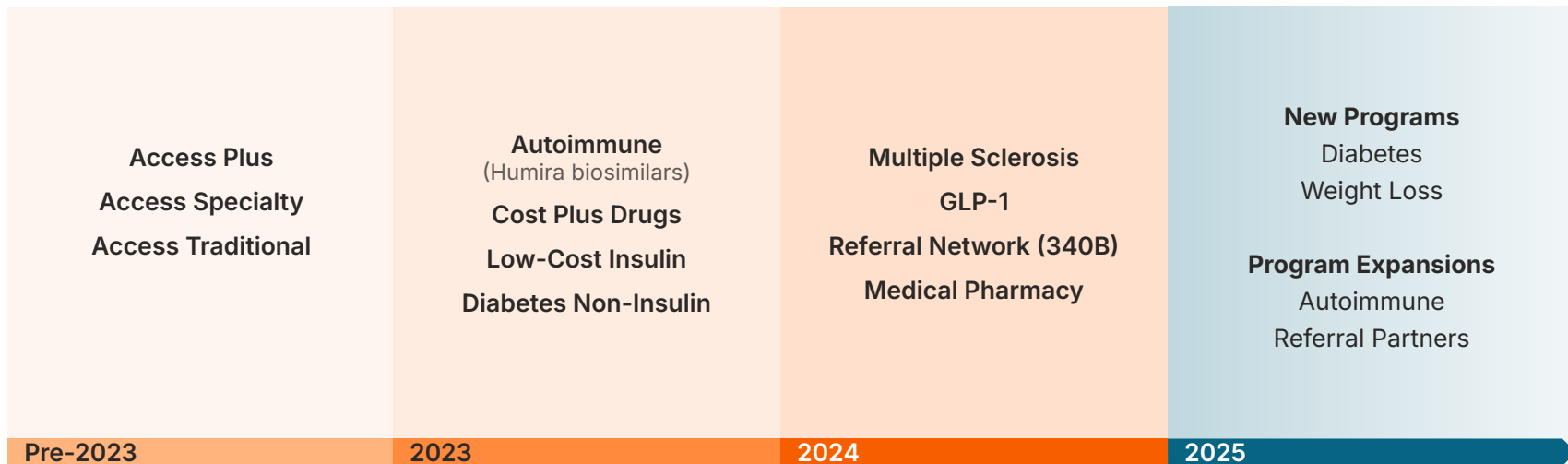
What if a member's drug is considered specialty?

What if a member wants to use mail order?

**You can find answers to other FAQs in the Member Portal chat.**



# Cost Savings Programs Adapted to Market Needs



# Connect 360: Opportunities for Rx Savings

## What are the Connect 360 Programs?

**Access (CA-S & CA-T):** Capture manufacturer coupon savings on traditional and specialty medications. Members have a low or \$0 copay on prescriptions while also helping employers save on pharmacy benefit costs.

**Access Plus:** Leverages advocacy foundations and grant programs to reduce cost when a high-cost specialty medication is not covered under the pharmacy benefit. We assist members in navigating and applying to these different programs.

**Autoimmune:** Through this program, SmithRx members can now access low cost, FDA-approved biosimilars such as Yusimry, a biosimilar for Humira, and Otulfi, a biosimilar for Stelara, through Cost Plus Drugs and Costco Specialty Pharmacy. FDA-approved biosimilars have no clinically meaningful differences in terms of safety and effectiveness from their brand-name counterparts, while offering a more affordable option for members with autoimmune conditions.

**Low-Cost Insulin (LCI):** This program helps reduce insulin costs at the pharmacy by transitioning to generic and biosimilar insulin products.

**Diabetes Non-Insulin (DNI):** Through our partnership with Cost Plus Drugs, we are offering Brenzavvy, an SGLT2 inhibitor, as the lowest cost option for members with type 2 diabetes.

**Cost Plus Drugs :** Cost Plus Drugs is building an innovative pharmacy model that delivers medications at cost, plus a straightforward 15% markup, along with a \$5 dispensing fee and shipping. Cost Plus Drugs carries over 1,000 medications and is continuing to expand their drug list weekly.

**Multiple Sclerosis (MS)** (at Cost Plus Drugs) The lowest-cost Multiple Sclerosis products on the market through Cost Plus Drugs. Generics offer substantial upfront savings.

**Referral Partner Program (340B)** Provides members with lower net costs for eligible program medications. By providing access to discounted medications, the 340B program helps eligible healthcare organizations stretch their resources further, enhance patient care, and improve health outcomes.



# Thank you!

Thank you for being a valued member of our plan.





### Patient (Member) Support

Toll-free  
Phone Number  
(844) 454 - 5201

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

Hours of Operation  
Monday – Friday  
8 a.m. – 9 p.m EST  
  
Saturday  
11 a.m. – 4 p.m EST



### Pharmacy / Provider Line

Toll-free  
Phone Number  
(844) 512 - 3030

Toll-free Fax Number  
(866) 642 - 5620

Email  
[provider@smithrx.com](mailto:provider@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](mailto:connect@smithrx.com)

Hours of Operation  
Monday – Friday  
8 a.m. – 8 p.m. EST



### Corporate

Toll-free  
Phone Number  
(844) 454 - 0123

Toll-free Fax Number  
(866) 642 - 5620

Email  
[info@smithrx.com](mailto:info@smithrx.com)

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

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

\*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.

