

Welcome to SmithRx

SmithRx is the company your employer has chosen to manage your prescription drug benefits. Our mission is to provide you with effective, convenient, low-cost pharmacy benefits. Our team is dedicated to helping you navigate these benefits.

Please look for an updated ID card 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. Once you receive your ID card, you can create an account on our online Member Portal at smithrx.com/portal. There you can find our pharmacy search tool and plan documents. If you have questions, you can chat with our team directly from our website, www.smithrx.com. You can also call SmithRx Member Support at (844) 454-5201 or email us at help@smithrx.com. Our number can also be found on the back of your ID card.

Thank you for being a valued member of our plan.

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

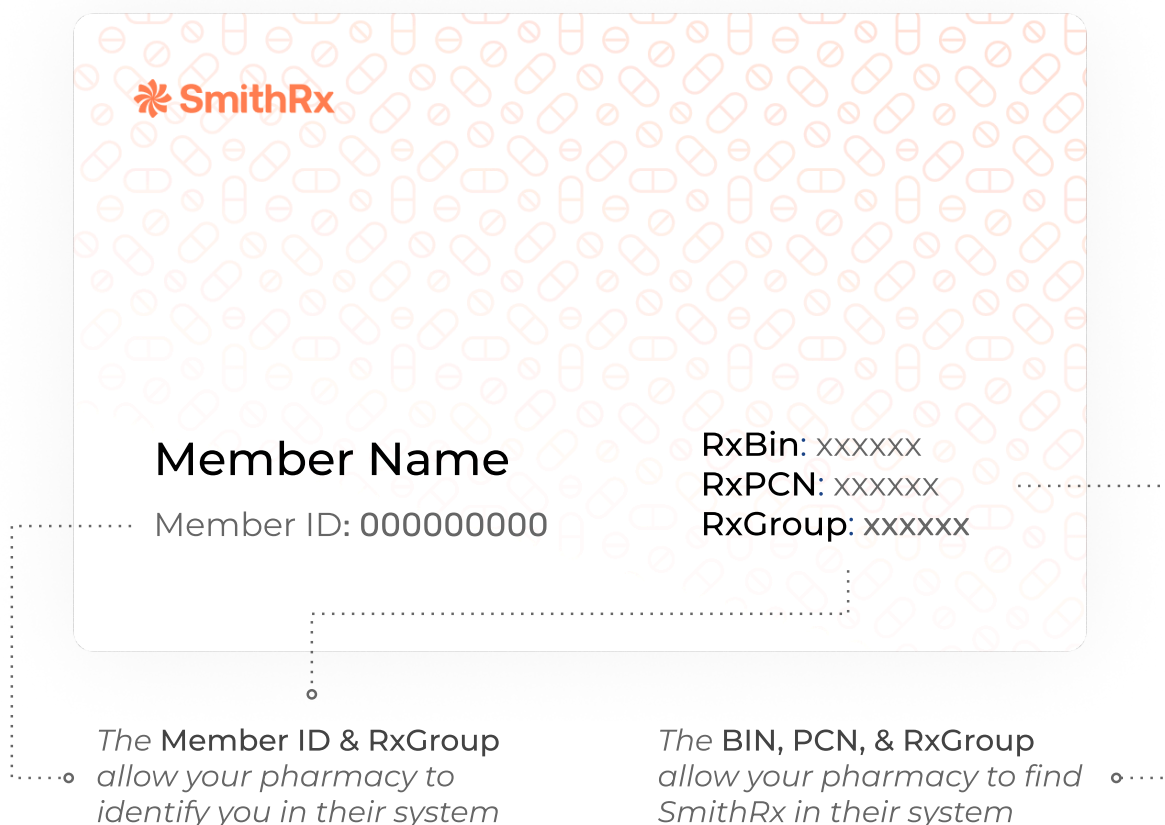
Jake Frenz | CEO

help@smithrx.com

Understanding your Rx 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 65,000 in-network retail pharmacies. To find the pharmacy with the best price, use our Find My Meds tool in the member portal. Enter your medication name and location and the tool will show you the pharmacy with the best price inclusive of your benefits. You can also reach out to our Member Support team at (844) 454-5201.

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Who is my mail-order service provider?

We have several mail-order pharmacy partners:

Amazon Pharmacy Home Delivery

1. If covered by your plan, most non-specialty (traditional) medications can be filled through Amazon Pharmacy Home Delivery. To get started:
2. Visit www.amazon.com/smithrx and click on "Get Started". If you are an Amazon customer, follow the pharmacy sign-up process. If you're not yet an Amazon customer you'll need to sign-up, validate yourself and then follow the instructions.
3. Add your insurance information. Reminder: Have your member ID card ready.
4. Request your doctor or prescriber 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
 - Fax: 512-884-5981
 - Address: 4500 S Pleasant Valley Road, Suite 201, Austin, TX 78744-2911
 - Prescriber and pharmacy line: 855-206-3605

Walmart Home Delivery

There are some medications that Amazon does not dispense (e.g. Schedule II controlled substances, Access Program medications, etc.) If you need a medication that's not available from Amazon Pharmacy, your doctor or provider can send a 90 day supply of your new prescription to Walmart Home Delivery.

- Walmart Pharmacy Fax: 1 (800) 406-8976
- Address: 1025 W Trinity Mills Rd. Carrollton, TX, 75006
- Prescriber and Pharmacy line: 1 (800) 273-3455 [Monday - Friday 7:00 AM - 7:00 PM CST, Saturday - Sunday 8:00 AM - 4:00 PM CST]
- Email: wmsrx@wal-mart.com
- Website: walmart.com/cp/1042239

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Cost Plus Drugs

For select medications, Mark Cuban Cost Plus Drugs offers highly competitive pricing and is integrated with your plan with SmithRx. See whether your medications are available at: costplusdrugs.com/medications. Doctors can send prescriptions via electronic prescribing to:

- Name/E-scribe: Mark Cuban Cost Plus Drug Company (MCCPD)

Where do I get my specialty medications?

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

Costco Specialty Pharmacy

(855) 213-0070

Senderra Specialty Pharmacy

(888) 777-5547

Please have your prescriber send your specialty prescription to either Costco Specialty Pharmacy or Senderra. To enroll with Costco Pharmacy, create an account on the [member portal](https://smithrx.com/Specialty) (Smithrx.com/Specialty). To utilize Senderra, call the number listed 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 recognized brand-name and generic medications. Depending on your employer's plan design, the covered medications will vary. This list may change over time. Medications are regularly reviewed by our Pharmacy and Therapeutics Committee (P&T), which conducts clinical analysis and evaluation of peer-reviewed literature and

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medical care guidelines to determine the safety and efficacy of medications. After this rigorous clinical evaluation, the committee reviews the cost of a drug compared to other drugs that treat the same condition and determines a formulary placement. 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 smithrx.com/portal. 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, such as a prior authorization. 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.

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My medication needs prior authorization. What does this mean?

A prior authorization (PA) means that the plan requires an initial clinical review of the medication your doctor prescribed to ensure it meets certain criteria for coverage. If you are prescribed a medication requiring a prior authorization (PA), your doctor will need to submit the PA request form available at www.SmithRx.com along with relevant clinical information for review. Our Clinical Team reviews requests for these selected medications to help ensure appropriate and safe use of medications for your medical condition(s). Most doctors will initiate this process on their own with SmithRx, you don't need to do anything. You will be notified of the decision of the PA via written notification, mailed to your home address. If you would like to receive a text message for your PA status, you can provide your mobile phone number when you log in to our member portal or by contacting our Member Support team via chat at www.smithrx.com, by email at help@smithrx.com, or at (844) 454-5201.

To see if your medication(s) require prior authorization, please log into the SmithRx Member Portal and use the Find My Meds tool to search for your medication. If a prior authorization is required it will be indicated in your search results.

My medication needs step therapy. What does this mean?

In some cases, your plan requires you to first try one medication for your condition before it will cover another medication. For example, if Drug A and Drug B both treat your medical condition, your plan may require your physician to prescribe Drug A first. This is most common if there is a generic medication available.

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 smithrx.com/portal.

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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 smithrx.com/portal and clicking on "Request ID" to fill out a Benefit Card Request Form.

SmithRx Connect 360

Connecting you to the lowest cost prescription solutions

SmithRx's Connect 360 identifies cost savings programs that may apply to your medications. Many of these programs can help you obtain medications for little or no co-payment. The SmithRx Member Support Team is here to help members navigate these programs. In order to participate in these programs, you do need to answer our calls or emails and engage with our team.

Please ensure your HR team has your up-to-date contact information so we can reach out to you.

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.

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.

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.

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.

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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 SGLT2 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.

340B Referral Program

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

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.

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 Drugs¹ 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.

Third Party Sourcing

In the event that Third Party sourcing is the lowest cost option, if requested by the group, 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.

Chat

Chat with a member service representative on our website or in the member portal.

Email

Email our team at help@smithrx.com

Phone

Call us:
844-454-5201

Portal

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