

SMITHRX CONNECT360 PROGRAM INFORMATION



CARE for YOU
YOUR PERFECT BLEND OF BENEFITS

Schreiber

Members taking qualifying medications for the Access program will be contacted by a dedicated SmithRx Connect team member who will assist them throughout the process. It is important members engage with the SmithRx team and provide the requested information. Please note this process may take 1-2 hours.

1. Claim Identification

SmithRx is internally notified once a member picks up a medication available through the SmithRx Access Traditional program. SmithRx may reach out to the pharmacy or the client to gather contact information.

2. Member Outreach

SmithRx will make multiple outreach attempts to the member via phone calls, emails, and text messages to inform them about the SmithRx Connect Access program.

3. Enrollment Process

SmithRx will explain the enrollment process and help the member to enroll in a copay card. In some cases, SmithRx will direct members to where they can enroll and then collect the information.

4. Pharmacy Update

After copay card enrollment, SmithRx will help the member get the copay card information to their local preferred in-network retail pharmacy or one of our mail-order partner pharmacies.

5. New Prescription

If necessary, SmithRx will obtain a new prescription from the provider for the medication and send it to the member's preferred in-network pharmacy.

6. Member Cost

A month supply of the medication is provided to members at low or \$0 copay, as determined by the manufacturer coupon

7. SmithRx Follow-Up

SmithRx will confirm the pharmacy has the right processing information, prescriptions have been received, and confirm a processed claim.

8. Prescription Access

Members will be able to pick up their medication from their local preferred retail pharmacy or the partnered mail order pharmacy will ship the medication to the member.

9. Copay Card Renewal

When the copay card expires, as determined by the manufacturer's terms and conditions, the pharmacy will realize a rejection and can assist the member in a copay card renewal. If needed, the member can contact SmithRx, and the Connect team will guide the member through the re-enrollment process.