

Welcome to SmithRx

Welcome to SmithRx! We're excited to partner with Workday to provide pharmacy benefits for you and your family.

We understand that navigating healthcare can be confusing, and that's why we've built SmithRx differently. We're on a mission to reduce the cost and complexity of pharmacy benefits.

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 discover the SmithRx difference. Welcome aboard!



Jake Frenz | Founder and CEO

Getting Started with SmithRx

Get Ready to Use Your New Pharmacy Benefits

Once your plan is active, 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 from SimplePay which will have your SmithRx plan information. You will also have access to an electronic SmithRx card on your SmithRx Member Portal. 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. Access the Member Portal

Once your plan is active, you will have access to the SmithRx Member Portal and can also directly connect to your SmithRx Member Portal via your SimplePay Member Portal.

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. 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 through our partners:

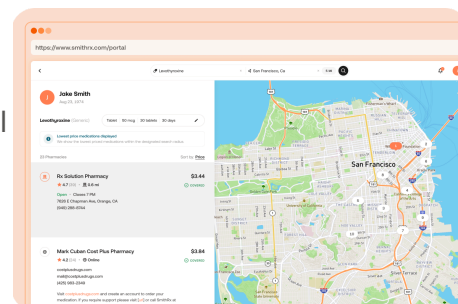


Specialty Pharmacy Network

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 verify that your pharmacy is in-network. **If your pharmacy is not in network yet with SmithRx, your prescription will still be processed with your associated copay.**



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 details 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 formulary?

You can access your drug formulary by visiting the SmithRx member portal. 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, help@smithrx.com, or (844) 440-6266. You can also get timely notifications and track your PA process through the Member Portal.

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.

How can I get another copy of my ID Card?

Your pharmacy benefit information is located on your health benefits ID card. You can access your SmithRx benefits ID card through the SmithRx member portal.

We're Here to Help

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



Chat

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



Portal

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



Email

Email our team at help@smithrx.com



Phone

Call us at [844-440-6266](tel:844-440-6266)

Se habla español!

Live assistance is available **Monday - Friday, 5 am - 6 pm PST** and **Saturdays 8 am - 1 pm PST**

Connect Team Support

Have a prescription eligible for savings? Our dedicated support team is here to answer questions and help with program enrollment.



Email

Email our team at connect@smithrx.com



Phone

Call us at [844-440-6266](tel:844-440-6266)