



Pharmacy Benefits

Open Enrollment Information

smithrx.com



Our mission is to reduce the
complexity & costs of pharmacy
benefits.



YOUR NEW PHARMACY BENEFITS

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



PBMs coordinate the interaction between your employer, physician and pharmacy.

You 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.

How do I get coverage?

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



GETTING STARTED

How will my pharmacy experience change?



Member ID Card

For most plan members, there will be no change. You can go to your usual pharmacy and get your drugs.

Don't forget to present your new member ID card at the pharmacy or you might be incorrectly charged!



Medication Coverage

PBM's 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.



Member Support

Our dedicated Member Support team is available via chat on our website www.smithrx.com or on M-F from 8am-8pm ET, and Saturdays from 11am-4pm ET. Call us at 844.454.5201.



83,000 RETAIL LOCATIONS AND GROWING

Our nationwide pharmacy network

Retail Network



Walgreens

Walmart 



Mail Network

amazon  pharmacy

Walmart 

Specialty Pharmacy





CONNECT 360

Extra savings opportunities

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

These programs can help you achieve \$0 copays on expensive drugs and help your pharmacy plan save.

Ensure your HR team has your contact information on file so we can reach you.

Access

Applies manufacturer coupon savings on traditional and specialty medication.

Assist

Automatically integrates discount cards like GoodRx for eligible drugs at pharmacy checkout.

Access Plus

Leverages advocacy foundations and grant programs for medications not covered under the pharmacy benefit.

Mark Cuban Cost Plus Drugs

Members can access drugs with their pharmacy benefits at Mark Cuban Cost Plus Drugs.

Humira Biosimilars

Yusimry, an affordable biosimilar for Humira, is now available to members via Mark Cuban Cost Plus Drugs.

Low Cost Insulin

Lowers the cost of insulin at the pharmacy and applies a savings card to reduce members' copays.



SmithRx Member Services is here to help. Reach us from 8am to 8pm MT, Monday through Friday by phone, email or chat.

Onsite Clinical support and after hours answering too!

Excellent phone customer support. I absolutely dread any time I have to call an insurance company of any kind, but this was such a refreshing experience.

Meredith

Phone	844.454.5201
Email	help@smithrx.com
Live Chat	www.smithrx.com
Portal	www.mysmithrx.com/login

Customer support was lovely. They did everything I needed to do and called me back every time.

Chloe



Our member satisfaction leads the industry

4.3 ★★★★★ 302 reviews

Most other PBMs have shut down public member feedback on sites like Google. True to our values of transparency, we welcome all feedback at SmithRx.



Adam Kyle Randle

18 reviews

★★★★★ 4 weeks ago

Absolutely AWSOME customer service experience. Thank you so much Alicia S. Alicia S. went above and beyond to help me track down the reason for my monthly prescription being rejected by Kroger pharmacy. Within half an hour Alicia S. spoke to my insurance company, my local pharmacist, and my mail order pharmacy..... solving my prescription issue while I was in hold the entire time!!!



John Richardson

5 reviews · 2 photos

★★★★★ a month ago

I deal with pharmacies and pharmacy staff professionally. There are hits; misses and some plain do not even fog the mirror. I am pleased and much indebted to the professionals at Smith Rx. Bryan helped me through a many faceted and complicated issue and solved it in the span of about 15 Mins. I didn't see his face; but it seemed it was with a smile. In a day where the concept of human interaction and most of all customer service has become casualty of bots and bottom lines, they stand out. I feel lucky to have their team on my side and lucky to have spoken to Bryan. 🙌 🙌 🙌



Danielle Dorman

2 reviews

★★★★★ 2 months ago

I phoned SmithRx after my pharmacy notified me that my prescription was not covered by my insurance. The representative I spoke with first verified my information and upon my request emailed me a copy of my insurance information. Next, she looked up the medication that was denied to verify coverage. Once coverage was verified, she went a step further and volunteered to contact my pharmacy to ensure they had the correct member Rx ID# on file. It turns out the pharmacy had old information on file. The problem was addressed, corrected, and my prescription was ready to go. The SmithRx representative was helpful, kind, and so informative. As far as customer service goes, this was top notch.



Thank you!



SIMPLE SAVINGS

The Assist Program

The savings of discount cards with none of the hassle!

SmithRx's Assist program automatically integrates discount cards like GoodRx and many others into our pharmacy pricing for eligible drugs. This means you always get the lowest possible copay at the pharmacy, without needing comparison shop or remember your discount cards.

