



P.O. BOX 994
Lehi, Utah 84043

Welcome to SmithRx — your new pharmacy benefit partner.

We're excited to partner with you to provide you with world-class pharmacy benefits.

Please look for an updated ID card from SmithRx 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. If you have any questions, please call SmithRx Member Support at (844) 454-5201, also found on the back of your ID card.

Thank you for being a valued member of our plan.

A handwritten signature in black ink, appearing to read "Jake Frenz", is positioned above the printed name.

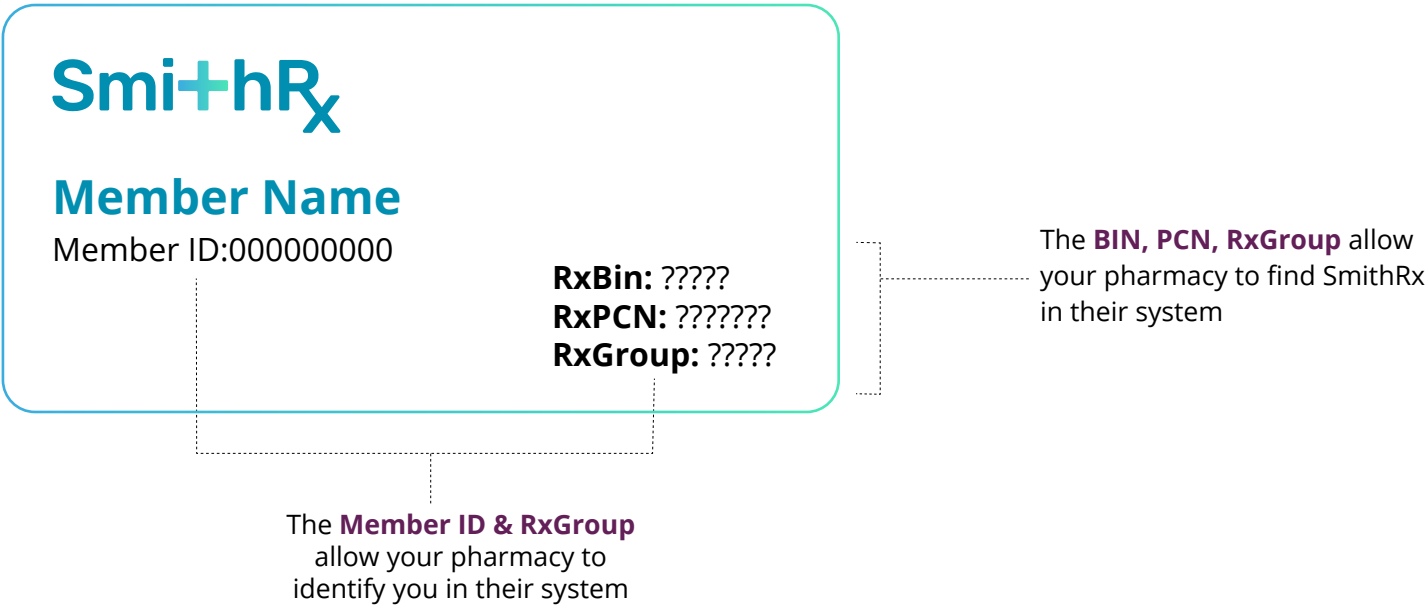
Jake Frenz
CEO
help@smithrx.com

Understanding Your Prescription 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 75,000 in-network retail pharmacies. For specific in-network pharmacy questions or to check whether your local pharmacy is in-network, please contact SmithRx's dedicated Member Support team at (844) 454-5201.

Who is my mail-order service provider?

If covered by your plan, most non-specialty (traditional) medications can be filled through Serve You DirectRx. To utilize the mail-order pharmacy, simply contact Serve You DirectRx at the number below to setup your account. If you would like to check your mail-order benefit, please contact SmithRx Member Support.

- **E-prescribe or Fax:** Have your doctor electronically prescribe or fax your prescription to (866) 494-0364. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.
- **Phone:** Your doctor can call in the prescription to (800) 759-3203 with an IVR (interactive voice recognition) option.
- **Please Note:** For prompt delivery, please call Serve You at (800) 759-3203.

Where do I get my specialty medications?

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

Kroger Specialty Pharmacy
(888) 355-4191

Senderra
(888) 777-5547

Please have your prescriber send your specialty prescription to either Kroger Specialty Pharmacy or Senderra. To utilize the specialty pharmacy, simply call either of the pharmacies 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 drugs that your doctor may prescribe for you that includes information related to coverage and cost of these drugs. This list may change over time.

- **How is formulary coverage determined?** Medications are regularly reviewed by our Pharmacy and Therapeutics Committee (P&T), while our Value Assessment Committee (VAC) conducts clinical analysis and evaluation of peer-reviewed literature and medical care guidelines to determine the safety and efficacy of medications. After this rigorous clinical evaluation, the committee weighs the financial implications of a drug compared to other similar drugs and determines a formulary placement based on safety, efficacy and cost-effectiveness. 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 www.mysmithrx.com.

If you have questions regarding your prescription coverage you can also contact SmithRx Member Support for assistance with your medication questions. 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. 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.

My medication needs prior authorization. What does this mean?

If your physician prescribes a medication requiring a prior authorization, you will need to go through an additional authorization process. Our Clinical Team reviews requests for these selected medications to help ensure appropriate and safe use of medications for your medical condition(s).

To see if your medication(s) require prior authorization, please **contact SmithRx Member Support at (844) 454-5201**.

My medication needs step therapy. What does this mean?

In some cases, your plan requires you to first try one medication to treat your medical condition before it will cover another medication for that condition. For example, if Drug A and Drug B both treat your medical condition, your plan may require your physician to prescribe Drug A first. If Drug A does not work for you, your plan may cover Drug B.

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 www.mysmithrx.com/login and click on **"Create An Account"**. Please have your SmithRx prescription benefits card available.

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 www.mysmithrx.com and clicking on "Request ID" to fill out a Benefit Card Request Form.

SmithRx Connect

Connecting you to the lowest cost prescription solutions

SmithRx can help lower your drug costs

Did you know your local retail pharmacy may not always be the lowest cost option?

SmithRx Connect can help you navigate alternative sources and supports you throughout the process. We'll do the work so you can stay healthy and happy.



Patient Assistance Programs

Many high cost specialty medications can be accessed through Patient Assistance Programs. SmithRx will help you navigate through the process while you reduce out of pocket costs on the medications that work for you.



CoPay Coupon Maximization

Did you know it's possible to leverage additional savings on traditional branded medications? If Patient Assistance is not available, our team will work with preferred pharmacy partners to capture coupon savings through our Copay Max program.



International Sourcing

Our contracted network of international pharmacies helps members obtain medications at a lower cost. The international network dispenses select medications from first-tier countries to ensure product purity and safety. If you are using a medication that qualifies, our team can work with you on the potential to source your medication internationally.

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. Our goal is to simplify your pharmacy benefits and connect your savings on your prescriptions.



Pharmacy Benefits. **Simplified.**

PO Box 994
Lehi, UT 84043

¡Bienvenido a SmithRx, su nuevo administrador de beneficios de farmacia!

Como SmithRx es un nombre nuevo, recibirá una nueva tarjeta de identificación para el uso de sus beneficios. Es importante seguir usando su tarjeta de identificación que ha usado previamente, hasta la fecha de comienzo de su nuevo plan. Cuando presente su nueva tarjeta en la farmacia, su farmacéutico/a actualizará su información en el sistema para incluir a SmithRx como su nuevo administrador de beneficios de farmacia.

Entendemos que puede haber cierta confusión, pero queremos asegurar a los miembros que estamos trabajando estrechamente con su administrador de terceros para garantizar que la transición sea suave y sin problemas. Si tiene alguna pregunta, por favor asegúrese de llamar al Servicio al Cliente de SmithRx al (844) 454-5201. Este número también se encuentra en el reverso de su nueva tarjeta de identificación.

¡Gracias por ser un valioso miembro de nuestro plan!

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

Jake Frenz
CEO

jake.frenz@smithrx.com



Entender su Programa de Beneficios de Prescripciones

Brindándole las herramientas y los recursos para ayudarlo a tomar mejores decisiones sobre medicamentos para su terapia

Su Plan de Beneficios de Prescripciones A Través de SmithRx

SmithRx es su nuevo proveedor de beneficios de recetas médicas. SmithRx se dedica a brindarle el mejor servicio y recursos para ayudarlo a usted y a su familia a tomar mejores decisiones de atención médica.

Uso de su Tarjeta de Prescripciones en Farmacias Al Por Menor

Recibirá una tarjeta de recetas médicas de parte de su empleador. Por favor presente su nueva tarjeta de recetas junto con su receta en cualquiera de nuestras más de 75,000 farmacias al por menor cada vez que surta su receta.

Uso de su Beneficio de Envío a Domicilio a través de Pedido por Correo

Aprovechar de su beneficio de entrega a domicilio puede permitirle recibir un suministro de hasta 90 días de sus medicamentos de mantenimiento a un precio con descuento a través de **Serve You DirectRx**. Simplemente pídale a su médico que le escriba una nueva receta dirigida a **Serve You DirectRx** para entrega a domicilio.

Para inscribirse en Serve You DirectRx, haga lo siguiente:

- **Receta electrónica o fax:** Pídale a su médico que le recete electrónicamente o envíe por fax su receta al **(866) 494-0364**. Las recetas enviadas por fax sólo pueden ser enviadas por un consultorio médico y deben incluir información y diagnóstico del paciente para su procesamiento a tiempo.
- **Teléfono:** Llame a Serve You DirectRx al **(800) 759-3203** para crear su cuenta de miembro y proporcionar la información de pago y envío.

Usted puede crear y acceder a su cuenta de miembro en la página web de Serve You solamente después de que sus recetas hayan sido recibidas por Serve You. Esta cuenta se puede acceder por este enlace: <https://serve-you-rx.com/ezrefillrx/>

Herramientas en línea a través de www.mysmithrx.com

Conexión en línea segura, protegiendo su confidencialidad y proporcionando:

- Formulario de medicamentos
- Información de beneficios en tiempo real
- Ver y descargar reclamos de farmacia
- Descargar formularios de reembolsos de reclamo, solicitud de previa autorización, inscripción en farmacias especializadas y pedidos por correo

Cambios en el Formulario

Para ayudar a brindar a nuestros miembros acceso a beneficios de prescripción seguros, de alta calidad y económicos, es necesario clasificar algunos medicamentos como "preferidos" y otros como medicamentos "no preferidos" en el formulario de SmithRx.

Todos los derechos son reservados expresamente. Para asistencia adicional, por favor llame al **(844) 454-5201** a cualquier momento.

Los requisitos adicionales para la cobertura o los límites de ciertos medicamentos pueden incluir:

Puede que su plan pueda tener requisitos de cobertura adicionales o límites para ciertas recetas. Estos requisitos y límites garantizan que nuestros miembros utilicen estos medicamentos de la manera más eficaz y también ayudan al plan a controlar los costos de dichos medicamentos. Un equipo de médicos y farmacéuticos desarrollaron estos requisitos y límites para ayudar a su plan a brindar una cobertura de calidad a los miembros.

Límites de Cantidad

Para ciertos medicamentos, su plan puede limitar la cantidad del medicamento que estará cubierto por receta o por un período de tiempo definido. Las cantidades que excedan estos límites requerirán una revisión adicional para la cobertura.

Terapia Escalonada

En algunos casos, su plan requerirá que primero trate un medicamento para tratar su condición médica antes de que cubra otro medicamento para esa condición. Por ejemplo, si el Medicamento A y el Medicamento B tratan su condición médica, su plan requerirá que su médico le recete el Medicamento A primero. Si el medicamento A no funciona para usted, entonces su plan cubrirá el medicamento B.

Previa Autorización

Si su médico le receta un medicamento que requiere una previa autorización, deberá pasar por un proceso de autorización adicional. Nuestro equipo clínico revisa las solicitudes de estos medicamentos selectos para ayudar a garantizar el uso adecuado y seguro de los mismos, para su condición médica. Si desea verificar si sus medicamentos requieren una previa autorización, comuníquese con Servicio al Cliente al **(844) 454-5201**.