

Member Support and FAQs

SmithRx Member Support

The SmithRx Member Support team is dedicated to ensuring you understand your plan and can access your medications with ease. Whether you have a simple question on your benefits or a complex issue, our team of experts are here to help.



If you ever experience trouble picking up your medication at the pharmacy, call Member Services **while you are there**. Many issues can be resolved in real-time so you can walk away with your medication.

SmithRx Member Support



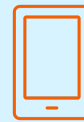
Chat

On our [website](#) or in the [member portal](#)



Email

help@smithrx.com



Phone

(844) 454-5201

Live Support Hours: Monday through Friday, 9 am - 7 pm ET and Saturdays 11 am - 4 pm ET.

SmithRx Connect Team

The Connect Team is here 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. Once you respond, your dedicated Patient Access Specialist will guide you through the next steps.

To avoid delays in receiving your medication, respond to your Patient Access Specialists promptly.

SmithRx Connect Team Support



Email

connect@smithrx.com



Phone

(844) 385-7612

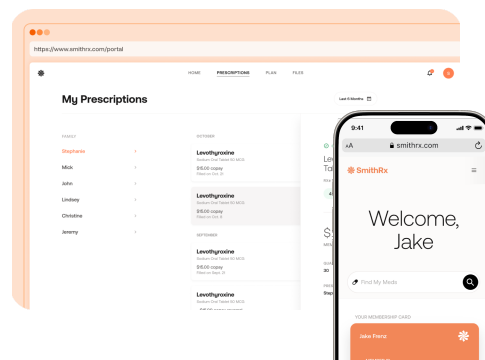
Live Support Hours: Monday through Friday, 8 am - 8 pm ET and Saturdays 10 am - 3 pm ET.

SmithRx Member Portal

The Member Portal is a fast and easy way to get answers to common questions.

In the Member Portal you can:

- View your plan details and summary of benefits
- Download your SmithRx ID card and add to your digital wallet
- See your prior authorization status
- Use "Find My Meds" to find the lowest-cost pharmacy for your prescription
- Access the Member Resource Library



Accessing the Member Portal

- Scan the QR code or visit member.mysmithrx.com
- Enter your **personal** email address and click "continue"
- New users will be prompted to create an account. You will need your member ID number or the last 4 digits of your SSN.
- After you submit the form online, you will receive an email to confirm your email address.
- Click the "Sign in to your account" link in that email to complete registration.



Frequently Asked Questions

I have already called Member Support and my issue is not resolved. What should I do next?

If you have not received an update after 3 days, please call Member Services back. If they do not have an update, ask for a supervisor, who can escalate the issue.

How do I know if my medication needs prior authorization (PA)?

Your doctor may need to obtain pre-approval from SmithRx before certain medications are covered. This pre-approval is called prior authorization. The PA process is used to monitor certain medications to ensure they are safe, medically necessary, and clinically appropriate. SmithRx may send a letter to you if your medication requires PA, or your pharmacy may notify you. You may also utilize the "Formulary Look-Up" tool in the Member Portal to verify if your medication requires PA.

How do I start a prior authorization for my medicine? And how long does it take?

Contact your provider and ask them to send a PA for your prescription to SmithRx. Most provider offices will send this electronically, however they can also fax the completed PA form. The PA form can be found in the Member Portal. Prescribers should call SmithRx at (844) 512-3030 with any questions. The pharmacy may also be able to initiate the PA through your provider.

Once the provider submits the request, we aim to approve within 5 business days. Urgent requests are typically approved in 3 business days or less.

How can I check the status of a prior authorization? How long does it take to get approval?

You may check the status of your PA request through the Member Portal. If you have an email on file, you will also receive email updates. If you requested a PA through your provider, but you have not received confirmation of a submission (by email or in portal), contact your provider. They should confirm it was sent. To escalate a request, contact Member Services.

I am unable to fill my medication because it was "rejected" at the pharmacy. What does that mean?

There are a few reasons why the pharmacist may receive this error when processing your refill request. Your pharmacist or SmithRx Member Services can explain the rejection reason for your medication. Below are the 4 most common reasons for rejection.

1. The pharmacy does not have your updated pharmacy insurance information
2. The medication requires prior authorization
3. The medication is not covered under your plan
4. There is a lower cost alternative available

I paid out-of-pocket for my medication at the pharmacy. Can I receive a refund?

If your medication should have been covered under your plan, you can submit a claim for reimbursement. Some medications have specific requirements before they will be covered, such as prior authorization or use of a specific pharmacy.

Download the reimbursement claim form from the Member Portal, or call Member Services to start a request for reimbursement. Be sure to call your pharmacy to make sure they have your SmithRx plan details to avoid future problems.

What if my medication is not covered?

The formulary is a list of medications covered by your plan. You can use the formulary lookup tool on the member portal to verify coverage. If it's not covered, the tool will provide a list of covered alternatives. The Member Support team can help you find a covered alternative.