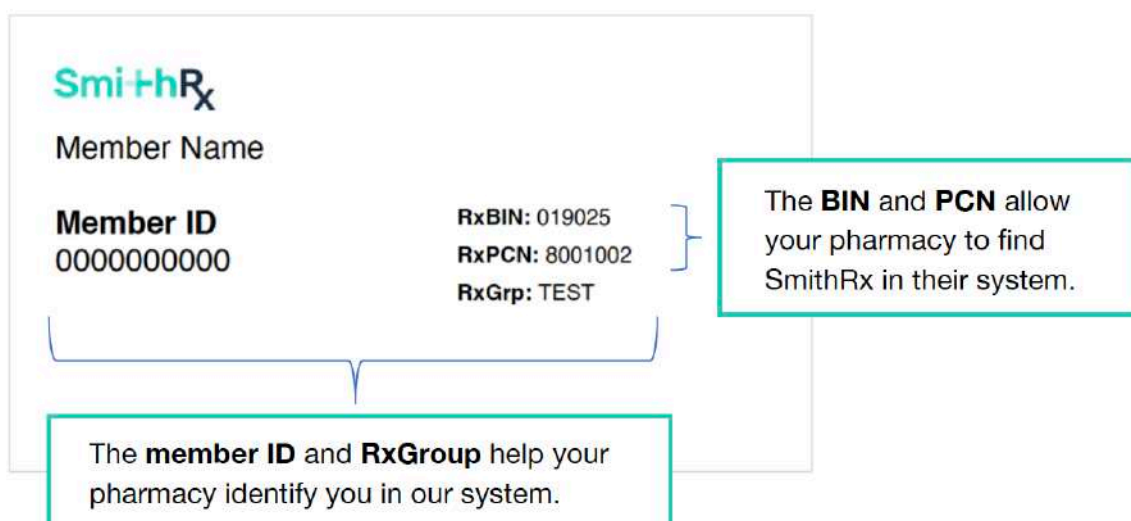




Welcome to SmithRx, your new pharmacy benefit manager! Below, you will find some commonly asked questions. If you need further assistance, please reach out to SmithRx by calling (844) 454-5201 or emailing [help@smithrx.com](mailto:help@smithrx.com).

- **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).



- **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 <https://portal.mysmithrx.com/login>. Click on "Create an account." Please have your prescription benefits card on hand.

- **I need a copy of my ID card. How can I get one?**

To request an e-mailed copy of your prescription benefits card, please visit [smithrx.com](https://smithrx.com) and click on "Request ID" to fill out a Benefit Card Request Form.

- **How do I find out if my medications are covered?**

For specific plan coverage questions, please call the SmithRx Member Support line at (844) 454-5201. SmithRx's dedicated Support Specialist team would be happy to check coverage of any medication(s) for you.

- **Who is my mail order service provider?**

Please reference provided documents for specific information regarding your plan's coverage of mail order medications. If you have not received this information, please reach out to your HR department.



### **Serve You DirectRx**

Phone: (800) 759-3203

Fax: (866) 494-0364

E-prescribing address: 10201 West Innovation Drive, Suite 600, Milwaukee, WI 53226

Mailing address: Serve You Direct Rx Pharmacy, P.O. Box 26096, Milwaukee, WI 53226

### **• Where can I get my specialty medications?**

If your plan covers specialty, please reference provided documents for specific information regarding your plan's coverage of specialty medications. If you have not received this information, please reach out to your HR department.

### **US BioServices**

Phone: 888-518-7246

### **Senderra**

Phone: 888-777-5547

### **• 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. SmithRx's Clinical Team reviews requests for these selected medications to help ensure appropriate and safe use of medication(s) for your medical condition(s).

### **• 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.

### **• Which pharmacies can I go to? Is my local pharmacy in-network?**

There are over 65,000 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 Support Specialist team at (844) 454-5201.