

SmithRx Connect - Access

Here is a list of frequently asked questions members have regarding SmithRx's Access program. If you still have questions after reviewing this document or would like to speak to someone regarding your individual situation, please reach out to SmithRx by calling 1-844-385-7612 or emailing connect@smithrx.com

What is the Access program and how was it designed?

The Access program helps the pharmacy apply copay coupons to medications that help reduce the cost of prescriptions for both you and your employer.

What are the benefits of the program?

The program allows you to have a low or \$0 copay on your prescription while also helping your employer save on pharmacy benefit costs.

How will I know that my medication is part of the Access Program?

If you are taking medications that qualify for the Access Program you will receive communication from our support specialists via phone or email. It is important that you engage with them and provide them the information they request.

Is there any way to “opt out” of the program?

No. It is considered part of the plan benefit design and thus subject to program requirements for continued coverage under the plan.

What steps do I need to take if my medication qualifies for the Access Program?

To take full advantage of the program, we assist members in transitioning their qualifying medications to a partnering pharmacy. Our support specialists will contact you if your medications qualify for the Access program to start the transition process.

How much will I need to pay for my medications?

Each medication will have a different expected copay. However, it is equal or lower than your current 30-day supply copay. On some medications you may pay nothing at all.

**Why is my co-pay higher than expected?**

Through the Access program, your medications will not exceed your copay. In fact, you will often pay less. Depending on your medication, you may pay nothing at all. If the amount the pharmacy asks you to pay seems higher than expected, please reach out to our SmithRx Connect Specialists at 1-844-385-7612 for assistance. A support specialist can help you navigate the process and work with your pharmacy to make sure all available discounts are applied correctly.

Where will my medications come from?

Medications covered under our Access program will come from one of the following pharmacies:

Walmart Home Delivery

Phone: 1-800-273-3455

SenderraRx

Phone: 888-777-5547

Serve You Direct Rx

Phone: (800) 759-3203

Kroger Specialty Pharmacy

Phone: 888-355-4191