

Member Portal Overview

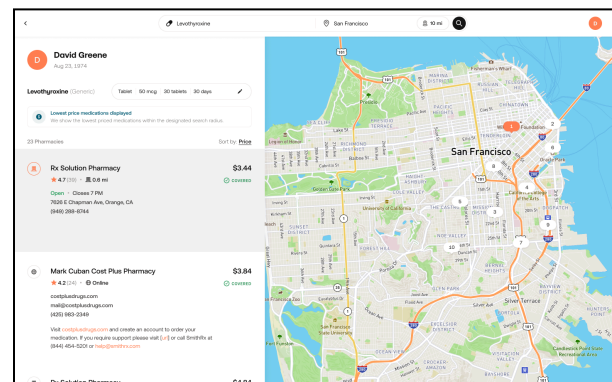
Overview

The SmithRx Member Portal is where you can find your pharmacy benefits resources all in one place. Find key plan info, ID cards, history of prescriptions, notifications on prior authorizations (if applicable), plan usage, and support.

Access the member portal member.mysmithrx.com.

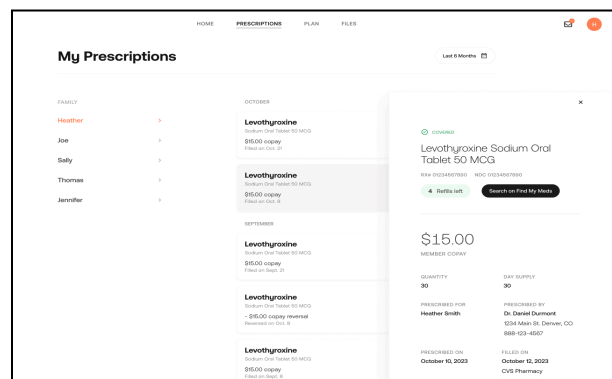
Find My Meds

Search for a medication by city or zip code and see cost estimations based on your benefits for pharmacies near you. Easily find pharmacy contact information so you can plan your fill.



Prescriptions

Find a full history of prescriptions you've filled in the Prescription section. View the drug name, quantity, and strength, date of fill, prescriber details, and the copay amount.





Member ID and Plan Info

Access your ID card and plan details in the Plan section of the member portal. Pro tip: copy card ID values and paste them directly into forms.

The screenshot shows the 'PLAN' section of the member portal. It includes a 'Plan Details' section with fields for SIN (4889750), MEMBER ID (S4008 4004 930E), GROUP ID (0987654), and PCN (6548097). To the right is a digital ID card with the same information. Below this is a 'Deductible' section showing a current deductible of \$7500.00 and a maximum of \$90000.00. A table lists deductibles for Individual Prescriptions (\$1,000.00), Individual Medical (\$975.00), Individual Total (\$2,475.00), Family Prescriptions (\$1,750.00), Family Medical (\$5,750.00), and Family Total (\$7,500.00). At the bottom, there is a 'Plan Members' section.

Formulary Look-up

The Formulary Look-up in the Files section of the member portal can help you view drug coverage information along with detailed information such as dosage, chemical name, and alternative names (i.e. brand, generics).

The screenshot shows the 'Formulary Look-up' page. It features a 'Drug Name Search' bar, a 'By Therapeutic Class' dropdown menu, and a 'What is a Formulary?' section. Below these are 'Printable Files' and a 'How to Search For Drugs' section. A legend on the right side of the page lists various criteria for drug coverage, including Tiering (OTC, Preferred Brands, Preferred Specialty, Non-Formulary), Edits (Quantity Limit, Step Therapy, Age Limit, Specialty Drug, Non-essential Care Act, Non-essential Brand, Multisource Brand, High Cost Drugs), and Prior Authorization (Gender Limit, Waiting Period, Medical Drug, Non-essential Generic, Multisource Brand, Prioritization).

Contact Us

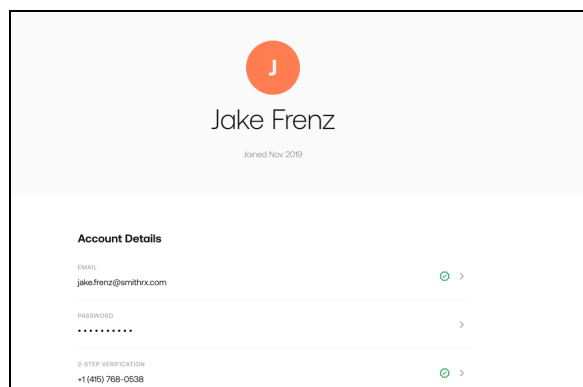
The Contact Us drawer at the bottom right of the Prescriptions, Plan, Files, and Profile pages has phone numbers and contact info for various SmithRx helplines, as well as contact information for our partner pharmacies.

The screenshot shows the 'Contact Us' drawer at the bottom right of the member portal. It contains contact information for General questions (844-454-0123, info@smithrx.com), Questions about cost savings programs (844-385-7612, connect@smithrx.com), and Doctor or pharmacy questions (844-521-3030, provider@smithrx.com). It also includes a link to 'Mail order pharmacy contact information'.



Profile

Manage your credentials, 2-step verification, and contact information on the Profile page. Navigate to this page by clicking the name icon on the upper right corner of the screen.



Prior Authorization (PA) Notifications

If a PA has been initiated for your medication, you will receive update alerts via email, SMS text messages,* and the member portal. Now, you can view the details of the PA including status and important instructions in the Notification Center of the Member Portal.

***Tip:** update your contact info in your profile in the Member Portal.

Plan Usage Tracker

View your plan usage including total spending against your plan deductible and out-of-pocket limits, as well as the total spend breakdown.

