

SmithRx Virtual Agent

On-demand online resource

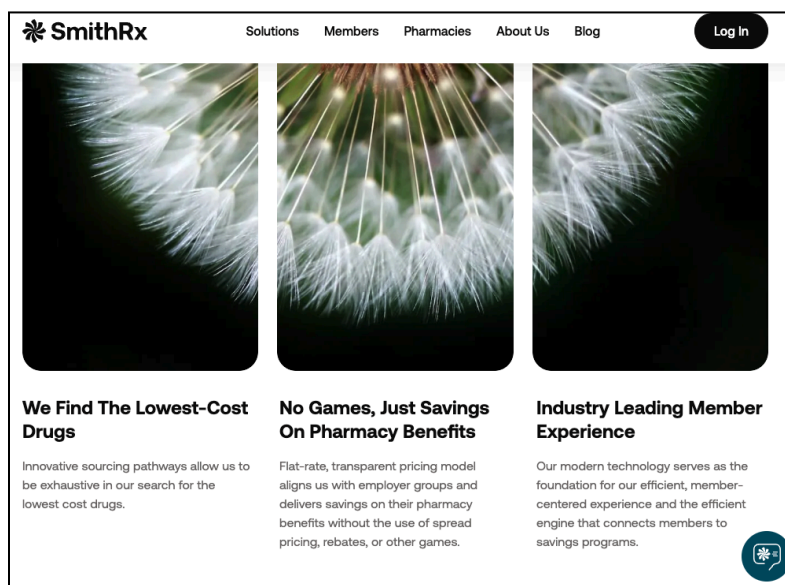
For members who have common questions they want answered quickly and on-demand, SmithRx virtual agents are available on the SmithRx website and Member Portal. Here's how the virtual agent works:

What is a Virtual Agent?

A virtual assistant who can provide immediate assistance or direction to frequently asked questions.

Where is Virtual Agent available?

On the SmithRx website smithrx.com and now available within the Member Portal member.mysmithrx.com members can initiate the virtual agent using the widget on the bottom right of the screen of every page in the member portal.



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What can I ask the Virtual Agent?

Here are the categories/topics/questions currently answerable by the Virtual Agent (VA):

- Find prior authorization forms
- Check status of prior authorization
- Find reimbursement forms
- How reset my password
- Business hours of operation
- How to check if a pharmacy is in-network (or not)
- Find digital member ID card and/or plan details
- How to find the cost of a drug
- How to find the coverage status of a drug
- Request live human agent
- Requesting BMMS chat agent (chat VA only)

There are different questions and phrases that can trigger these different inquiries and the VA's answer.

Example:

Inquiry: "How can I find the cost of a drug?"

VA response: You can find the cost of any drug using the Find My Meds search tool on the homepage of your SmithRx online member portal. Here is the link to the login page for your SmithRx member portal: <https://member.mysmithrx.com/>

Members can access a live Member Support agent in the chat or via phone.

Contact

Phone: 844.454.5201

Email: help@smithrx.com

Hours

8 am-8 pm ET (Monday - Friday)

11 am-4 pm ET (Saturday)