

# In-network v. Out-of-network Pharmacy Experience Overview

## In-Network Pharmacy Experience

**For Employers:** no action required

**What happens when a member or patient receives and submits a prescription?** Teams across different functions and organizations follow the workflow below:





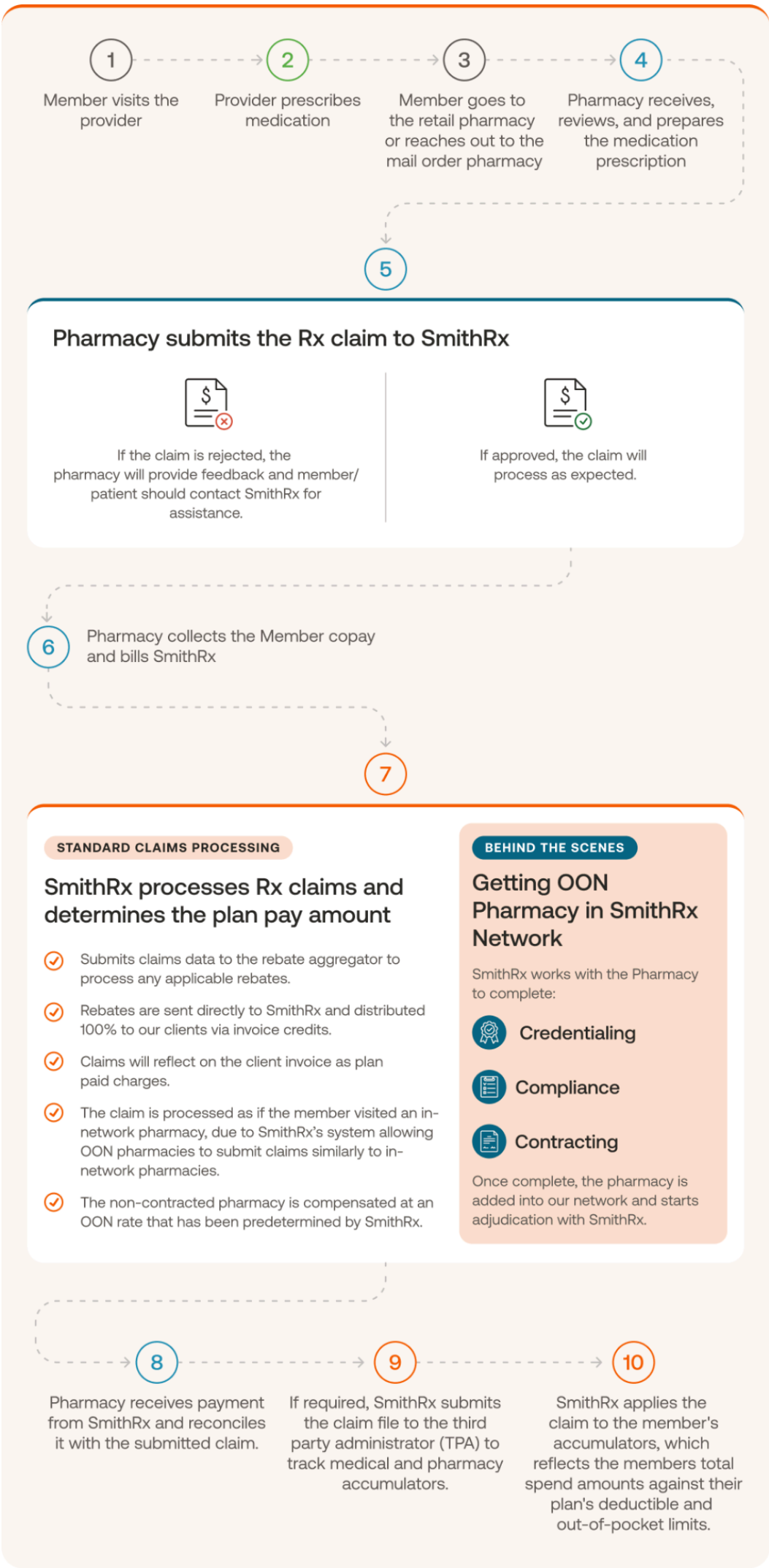
# Out-of Network Pharmacy Experience

**What happens when a member or patient receives and submits a prescription through a non-contracted pharmacy?**

**For Employers:** No action required.

**For Members:** No difference for the member experience. SmithRx has enabled pharmacies that are out-of-network (OON)—that is, those without a contract with SmithRx—to submit claims for processing the same as in-network pharmacies.

**This flow chart illustrates the non-contracted Pharmacy Experience:**





# FAQ - Commonly asked questions about pharmacy benefits

## Which pharmacies can members go to?

SmithRx has over 65,000 pharmacies in our network including retail pharmacies like CVS, Walgreens, RiteAid, Walmart, Costco and more. Mail order pharmacies like Amazon Pharmacy and Walmart Mail Order, and specialty pharmacies like Senderra and Costco Specialty Pharmacy.

### Retail Network



### Mail Order Network



### Specialty Pharmacy Network



## What if a member has a general Rx question?

Members should reach out to the SmithRx member support team. Online chat at [www.smithrx.com](http://www.smithrx.com), email [help@smithrx.com](mailto:help@smithrx.com), or call 844-454-5201.

## What if a member has Connect 360 related questions?

Members should reach out to the SmithRx Connect team. Online chat at [www.smithrx.com](http://www.smithrx.com), email [connect@smithrx.com](mailto:connect@smithrx.com), or call 844-385-7612.

## What if a member gets a rejection at the pharmacy?

Members should follow these steps:

1. Make sure they have brought their new or most updated ID card to the pharmacy.
2. Make sure the pharmacy is using the correct/updated insurance information.
3. Ask the pharmacy to explain the rejection.
4. If the member or pharmacy still has questions, call SmithRx at 844-454-5201 immediately, ideally while the member is still at the pharmacy.

## What if a drug has a prior authorization (PA) requirement?

Members can identify PA drugs using the formulary lookup tool on the member portal.  
Members should advise their doctor to fax completed PA forms to SmithRx. 866-642-5620  
Prescribers should call SmithRx with any questions. 844-512-3030

If members have questions about the PA, they should reach out to the SmithRx member support team. Online chat at [www.smithrx.com](http://www.smithrx.com), email [help@smithrx.com](mailto:help@smithrx.com), or call 844-454-5201.

## What if a drug has a step therapy (ST) requirement and the member wants to understand the process?

Members can identify ST drugs using the formulary lookup tool on the member portal.

Members should reach out to the SmithRx member support team. Online chat at [www.smithrx.com](http://www.smithrx.com), email [help@smithrx.com](mailto:help@smithrx.com), or call 844-454-5201.

## What if a member wants to check the price of their medication at various pharmacies?

Members can access the **Find My Meds** pricing tool by registering for the SmithRx member portal at [www.mysmithrx.com](http://www.mysmithrx.com). Within the tool, they can enter various drug details (ex: name, strength, quantity, and day supply) and find the price of the drug at pharmacies within a selected zip code or city.

## What if a member's drug is considered specialty?

Members can identify specialty drugs using the **Formulary Lookup** tool on the member portal. Members should advise their doctor to send the script to Costco Specialty Pharmacy or Senderra Rx.



**Costco Specialty Pharmacy:** Patients can create an account on the [Costco Pharmacy Member Portal](#) (Smithrx.com/Specialty). Once enrolled, members can log into the portal to request refills, manage their prescriptions and track orders. Prescribers can be directed to send prescriptions via e-scribe.

**Senderra Rx:** Patients can reach Senderra for enrollment assistance by calling 888-777-5547. Prescribers can visit <https://senderrarx.com/prescribers> and fill out the appropriate forms for the appropriate department.

Once the member's prescriber has sent the script to the specialty pharmacy, the member should call the pharmacy to provide their insurance information and to schedule delivery.

#### **What if a member wants to use mail order?**

Members can utilize our mail order partner pharmacies for convenience and savings. Our standard mail order partner is Amazon, but some members might end up using Walmart Home Delivery if they are on particular drugs, and that would be communicated to them by our Connect team.

**Amazon Pharmacy:** Patients can register at [www.amazon.com/smithrx](http://www.amazon.com/smithrx) and reach the pharmacy at 855-745-5725.

Prescribers can send prescriptions via electronic prescribing, fax or phone:

- Name/E-scribe: Amazon Pharmacy Home Delivery
- Amazon Pharmacy fax: 512-884-5981
- Amazon prescriber and pharmacy line: 855-206-3605

**Walmart Home Delivery:** Patients can reach out for enrollment assistance by calling 800-273-3455, by email at [wmsrx@wal-mart.com](mailto:wmsrx@wal-mart.com), or register at <https://www.walmart.com/cp/pharmacy-mail-order/1042239>.

Prescribers can send prescriptions via electronic prescribing, fax or phone:

- Walmart Pharmacy fax: 800 406-8976
- Walmart prescriber and pharmacy line: 800 273-3455
- Website: <https://www.walmart.com/cp/1042239>

Mark Cuban's Cost Plus (MCCP) pharmacy is another in-network mail order option. Members can check the Cost Plus website to see if generic medications are available there for a lower cost than what they are paying at retail. Additionally, the SmithRx Connect team may reach out to members about transitioning certain medications to MCCP.

**Mark Cuban Cost Plus Drugs:** Patients can see whether their medications are available at <https://costplusdrugs.com/medications>, contact the pharmacy by completing the form at [costplusdrugs.com/contact/support](https://costplusdrugs.com/contact/support), or contact Truepill (NPI: 1851947139) at (650) 353-5495.

Once your script has been sent by your prescriber to Mark Cuban Cost Plus Drug Company, you can register at [costplusdrugs.com](http://costplusdrugs.com).

Prescribers can send prescriptions via electronic prescribing to:

- Name/E-scribe: Mark Cuban Cost Plus Drug Company (MCCPD)

#### **What if a member is looking for more information on the cost, shipment, or delivery of their mail order or specialty medication?**

Members should reach out directly to the pharmacy that processed their medication.

#### **What if a member receives an email, call, or text from SmithRx?**

Members should respond as soon as possible to the email or the phone number from the voicemail or text they received. Members can also reach out via online chat at [www.smithrx.com](http://www.smithrx.com), email [help@smithrx.com](mailto:help@smithrx.com), or call 844-454-5201.