

SmithRx Drug Pathways & Member Experience

Innovative Savings for Patients and Plans



SmithRx consistently drives to lowest net cost

Drug Pathways Engine is how we operationalize Pathways. It's part human, part machine.



Drug
Selection

Are there generic or biosimilar alternatives available?



Drug
Source

Which pharmacy has the drug for the best price?



Drug
Cost

Are there programs that can bring down the cost?



SmithRx Connect Team

What is Connect?

Connect is a specialized team at SmithRx focused on helping members navigate specific medication pathways.

Our specialists act as a concierge, guiding members through the process to ensure they always get their medications at the best possible price.



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Members filling brand-new medications

Drug Pathways	Summary	Outreach Initiated	Savings Opportunities
Access Plus (AP)	Leverages advocacy foundations and grant programs to reduce cost when a high-cost specialty medication is not covered under the pharmacy benefit.	• Prompted by Claim Rejection • Member to engage with SmithRx	• Member Copay \$0 • Plan Spend \$0
Access - Specialty (A-S)	Capture savings on specialty medications.	• Prompted by Claim Rejection for Prior Auth Requirement • Member to engage with SmithRx	• Member Copay low to \$0 • Plan savings varies
Access - Traditional (A-T)	Capture savings on traditional medications.	• Identified by Paid Claims ◦ 3 Transitional fills • Member to engage with SmithRx	• Member Copay low to \$0 ◦ Copay \$0 Costco M.O • Plan savings varies

Connect Outreach Cadence:

- **Specialist Outreach:** Up to 3 direct phone/text attempts, spaced 3 days apart.
- **Text Campaigns:** Automated reminders sent on Day 2 and Day 5 following initial case creation, keeping the opportunity top-of-mind.
- **Email Backup:** Utilized for initial outreach if no phone is on file, and for ongoing member preference.
- **Final Written Notice:** A mail-to-home "No Reach" letter is sent 1–2 days after all digital attempts are exhausted.





Members filling brand-new medications

Drug Pathways	Summary	Outreach Initiated	Savings Opportunities
Cost Plus Drugs (CPD)	Cost Plus Drugs is building an innovative pharmacy model that delivers medications at cost, plus a straightforward 15% markup, along with a \$5 dispensing fee and shipping.	- Identified by Paid Claims >\$350 in savings - Member to engage with SmithRx	- Member Copay \$0 - Plan savings varies
Multiple Sclerosis (MS)	The lowest-cost Multiple Sclerosis products on the market through Cost Plus Drugs.	- Identified by Paid Claims or Prior Auth Requirement - Member to engage with SmithRx	- Member Copay \$0 - Plan savings varies

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Members filling brand-new medications

Drug Pathways	Summary	Workflow	Savings Opportunities
Autoimmune	SmithRx members can now access low-cost, FDA-approved biosimilars for Humira and Stelara through Cost Plus Drugs and Costco Specialty Pharmacy.	Process Flow through PA Process	- Member Copay \$0 - Plan savings varies
Low Cost Insulin (LCI)	This program helps reduce insulin costs at the pharmacy by transitioning to low-cost generic insulin products.	Process Flow through POS at Pharmacy	- Member Copay \$0 - Plan savings varies

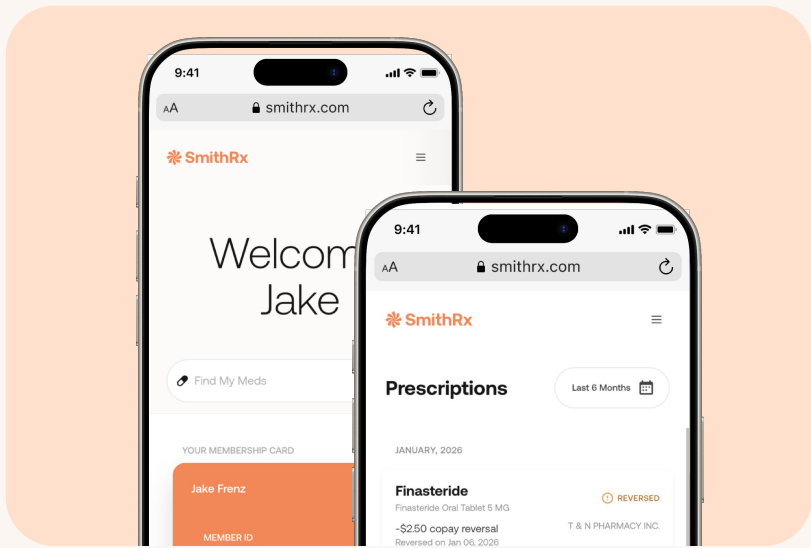
Prior Auth Visibility:

- **Member Portal:** Near-real-time notification alerts and case status tracking from creation to determination, with detailed messaging on progress.
- **Partner Portal:** Full case visibility for clients to monitor status and support employees as needed.
- **Provider Notification:** Notification sent directly to the prescribing provider immediately following determination.
- **Final Written Notice:** Formal determination letter mailed directly to the member upon resolution.



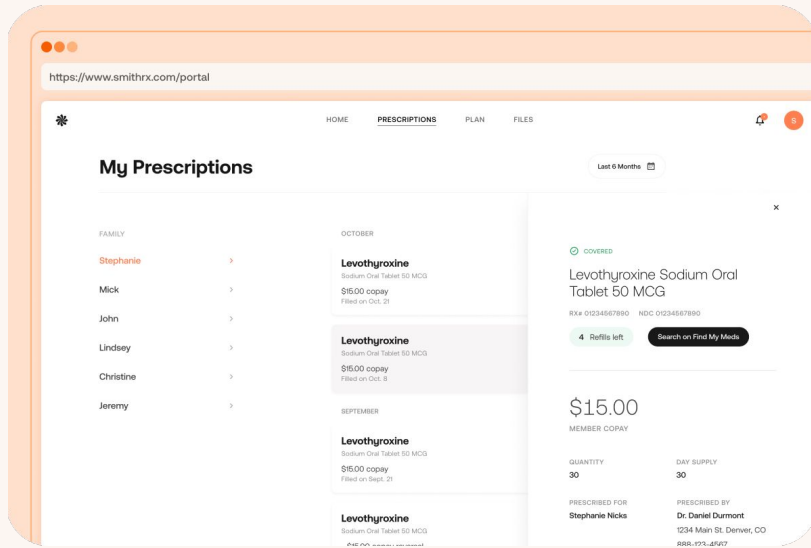
Recommended Resource: Member Portal

Designed to allow members to intuitively access information and resources they need.



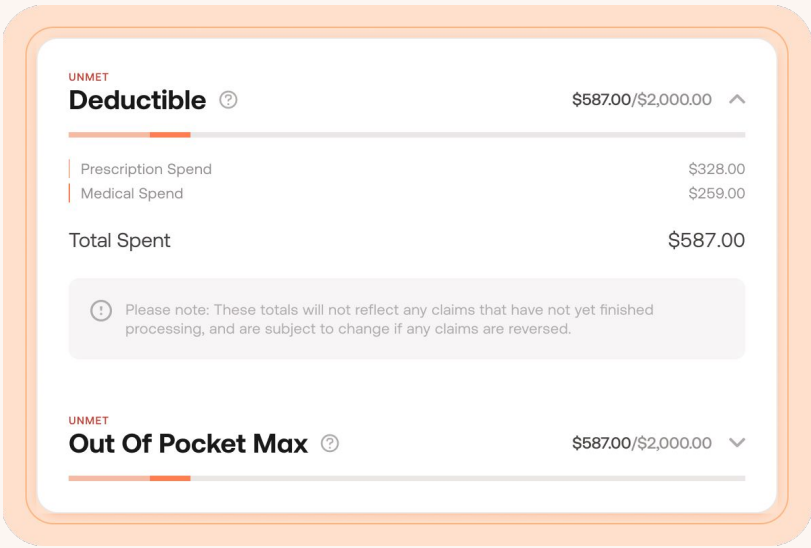
Mobile Friendly

Mobile-friendly portal on iOS and Android apps



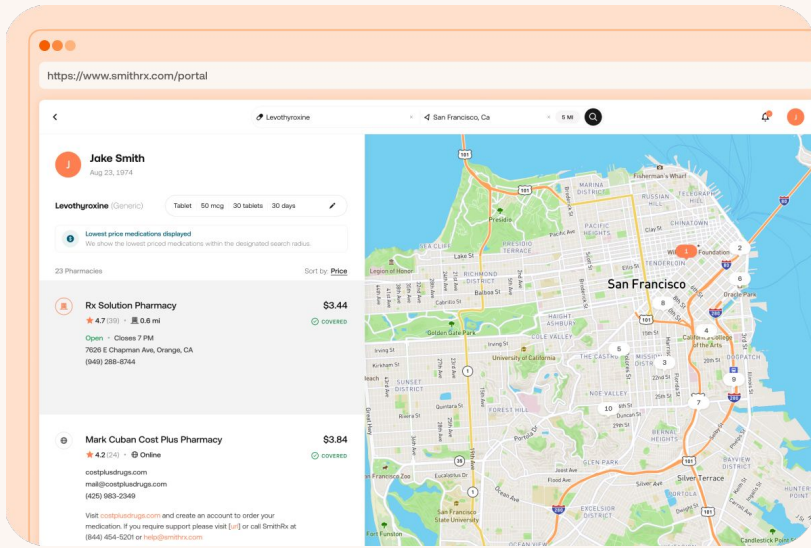
View Claims, PA Status

View prescription claims and get prior authorization status notifications



Plan Usage Tracker

Track total spends against your plan deductible and out-of-pocket limits and the total spend breakdown



Find My Meds

Search for the lowest cost pharmacy near you with the Find My Meds tool



We're Here to Help!

The SmithRx and UnitedAg Member Support Teams work together to provide support when and where you need it.



Live Chat

Live chat is available
8 am - 5 pm MT (Monday-Friday)

Virtual Agent chat is
available 24/7

Just click the chat icon on the
bottom-right of the web page to
start.



Member Portal

Access through the UnitedAg
Health Portal to use the same
login at portal.unitedag.org

OR

Create an account on
at smithrx.com/portal.



Phone

SmithRx: (833) 573-7797

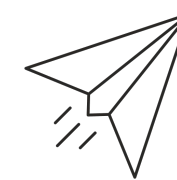
SmithRx Member Specialists are
available:

6 am - 7 pm (MT) Mon-Fri

7 am - 5 pm (MT) Sat

UnitedAg: (833) 223-7797

Se habla español!



Email

help@smithrx.com



Thank,
you!

