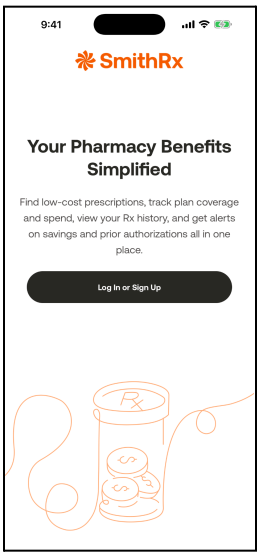
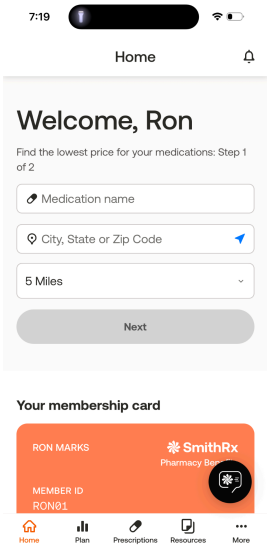
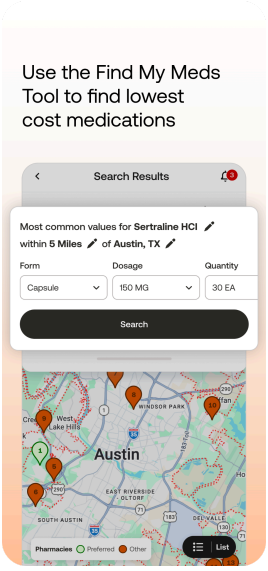
SmithRx

SmithRx Mobile App Guide and FAQs

The SmithRx Mobile App is the most convenient way to manage your pharmacy benefits on the go, anytime or anywhere. You'll find plan information, your ID card, prescription history, important notifications, and tools to save on your medications. You can find the SmithRx Mobile App on the Apple App Store or Google Play Store.







SmithRx Mobile App Registration

If you already have a SmithRx Member Portal account, registration on the app is not required. Simply download the SmithRx Mobile App and log in with your current email and password. Save your login information for easy and secure access.

SmithRx

Apple App Store

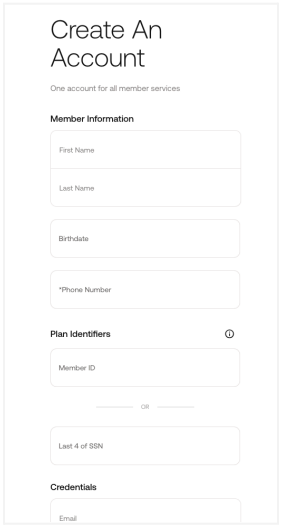
Google Play Store

To Download the app: *Scan the QR code with the camera on your mobile device.*

If you do not have a SmithRx Member Portal account, register on the SmithRx Mobile App following these steps:

Step 1: Create an Account

- Enter your email into the email address space and tap "Login or Sign Up"
- A message will pop up that says, "Account not found, do you want to create an account?"
- Tap "Create account"
- Fill out the information using the following required fields:
    - First & Last Name*
    - Birthdate
    - Phone Number
    - Member ID or Last 4 of SSN
    - **Personal Email Address**
- Tap “Create Account”
- Create Password that is:



✓ At least 10 characters long

✓ Uses mixed-case letters

✓ Includes a special character or symbol

✓ Includes at least 1 number

** The name provided on your registration must match the spelling and format provided by your employer. Please reach out to your HR department if you are having issues.*

SmithRx

Step 2: Confirm Registered Email

- Once you've tapped "Create Account," we will send a verification message to the email that you used to register.
- Find the "Welcome to SmithRx Portal" email from hello@smithrx.com in your inbox. Tap the "Sign in to your account" link to complete registration. This must be done within 5 days of receiving the email, or you'll need to register again to receive a new link. If you don't see this email, check your spam folder.

Step 3: Multi-Factor Verification

You will be prompted to set up Multi-Factor Verification (MFV) once you've logged in the first time. Although MFA is not required, we suggest you set it up to protect your account. If you are not seeing this prompt, you can set it up through your profile page.

Step 4: Access Your Account

- Go to the SmithRx Mobile App on your device and enter your email and password.
- You now have access to useful resources including the 'Find my Meds' tool and your SmithRx membership card.

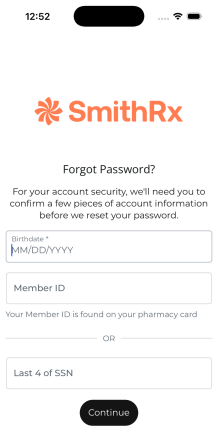
Optional: Save Your Login Details

If prompted, save your login details so you can sign in automatically next time. This depends on your device's security settings.

Troubleshooting

Account Lockout

On the 5th invalid login attempt within 5 hours, your account will be locked for 5 hours. We recommend a password reset (see below) after the lock is lifted.



Forgot/Reset Password

Follow these steps to reset your password. If you still cannot reset your password, it's possible that you may not have fully registered and will need to complete Step 2 from the "Create an Account" section (above).

SmithRx

1. Tap 'Forgot Password' on the member login screen.
2. Enter your: Date of Birth and Member ID or the last 4 digits of your Social Security number and tap continue.
3. Tap “Continue.”
4. Receive a Reset Password Link to your e-mail.

Frequently Asked Questions

Getting Started and Basics

Q: What is the SmithRx Mobile App, and what can I do on it?
A: The new SmithRx Mobile App puts your pharmacy care in the palm of your hand, allowing you to manage, track, and access your benefits wherever life takes you. You can use essential tools like “Find My Meds,” view your digital ID card, track prescription spending, and receive support, ensuring you’re always connected to your pharmacy benefit information.

Q: Where can I download the app?
A: You can find the SmithRx App in both the Apple App and Google Play Stores.

Q: I already have a desktop SmithRx Member Portal login. Do I need to create a new account for the app?
A: No. If you already have an existing account on the desktop Member Portal, you can log into the SmithRx Mobile App using the same email and password.

Q: Can I chat with Member Support directly from the app?
A: Yes. You can tap on the chat icon on the lower right of the screen to access our live chat feature.

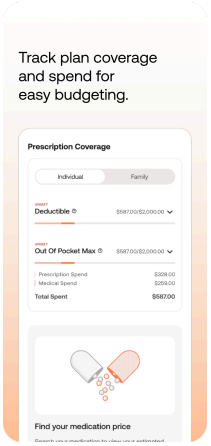
Tracking Costs & Finding Savings

Q: How can I find the lowest price for my prescriptions using the app?
A: Use the built-in “Find My Meds” tool. Simply search for your medication in the app to compare local pharmacy prices and discover the lowest-cost options near you.

SmithRx

Q: How can I track how close I am to meeting my deductible?

A: “My Plan Progress” in the app provides up-to-date pharmacy spend. You can see how much you’ve spent and what remains of your deductible and out-of-pocket maximums.



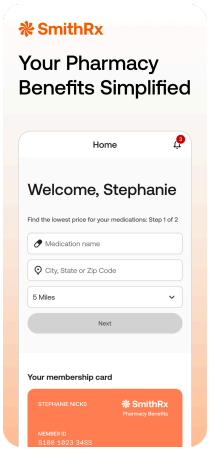
Q: How do I know if a specific medication is covered by my plan?

A: Simply search your plan's list of covered medications with the “Formulary Lookup” tool in the app.

Managing Your Benefits On-The-Go

Q: Can I use the app if I forget my physical insurance card at the pharmacy?

A: Yes, you can view your digital SmithRx Member ID card from the app. You can also add it directly to your smartphone's digital wallet (like Apple Wallet) for instant access at checkout.



Q: How can I check the status of a coverage request or Prior Authorization (PA)?

A: The app features a dedicated Notification Center where you can view the status of your PA request.

We’re here to help!

If you have questions, The SmithRx Member Support Team is ready to help.

Chat

Chat live with a member service representative on our website, in the member portal, or in the mobile app

Mobile App and Portal

Find plan info, ID cards and documents in the app and at smithrx.com/portal

Email

Email our team at help@smithrx.com

Phone

Call us at 844-454-5201
(M-F, 8 am - 9 pm & Sat. 9 am - 7 pm ET)