

SmithRx Connect

Connecting you to the lowest cost prescription solutions

SmithRx Connect: Patient Assistance Program

Here is a list of frequently asked questions members have regarding the Patient Assistance Program. If you still have questions after reviewing this document or would like to speak to someone regarding your individual situation, please reach out to SmithRx by calling (844) 454-5201 or emailing help@smithrx.com.

What is the Patient Assistance Program and how was it designed?

Many high-cost specialty medications can be accessed through advocacy foundations and grant programs when a medication is not covered under the pharmacy benefit. SmithRx assists in navigating the patient assistance landscape to obtain medication coverage. Our dedicated member support specialists will assist you in navigating and applying to these different programs.

What are the benefits of the program?

If you meet the qualifications of the patient assistance programs, you will be able to receive your medication at no cost to you or your employer.

How will I know that my medication is a part of the Patient Assistance Program?

If you are taking medications that qualify for the Patient Assistance Program you will receive communication from our support specialists via phone or email. It is important that you engage with them and provide them the information they request.

Is there any way to “opt out” of the program?

No. It is considered part of the plan benefit design and thus subject to program requirements for continued coverage under the plan.

Do I still need to go through the program if I already pay \$0 for my medication?

Yes. Many members currently utilize copay coupon cards that help bring down their out-of-pocket costs, but the

employer still pays the remainder of the cost. If you meet the qualifications of the patient assistance programs, you will be able to receive your medication at no cost to you or your employer.

What steps do I need to take if my medication qualifies for the Patient Assistance Program?

1. You will be contacted by our support specialist to begin the enrollment process.
2. You will need to electronically sign an authorization form that allows our specialist to act on your behalf for the sole purpose of applying for these grant programs.
3. Some applications may require additional documentation (i.e., tax return, medical expense summary). You will be asked to submit this documentation to us via secure encrypted email.
4. Some applications may require us to work with your doctor. If that is the case, we may ask you to contact your doctor to request that they submit the required forms.
5. It is important that you work with us throughout this process to ensure timely approval of your application and prevent any delays in your medical treatment.

If approved, how much will I need to pay for my medications?

If approved, the medication will be shipped to you free of charge.

What if my application is denied?

If denied, you may be able to continue to get your medication through the benefit. Please contact the SmithRx member support team at (844) 454-5201 for further information.



If there are any questions specific to an individual member who needs assistance, please have the member reach out to SmithRx by calling (844) 454-5201 or emailing help@smithrx.com.