

# Member Experience - International Sourcing

Upon the health plan's request, SmithRx offers the option to connect the plan's members with RxManage, an independent, third party international sourcing company that may be able to help members obtain select prescription drugs at a lower cost, by mail, from international pharmacies located in Canada, New Zealand, Australia, and the United Kingdom. *(SmithRx does not encourage, endorse or require the use of RxManage.)*

Below is an example of what to expect a member to experience through the process:

## **1. Notification**

Once the plan notifies SmithRx it is requesting the use of International Sourcing, SmithRx will generate a report of all the plan's members taking drugs that potentially could be sourced internationally.

## **2. Enrollment**

SmithRx will contact such members to inform them of the option to use International Sourcing. Once the member reviews and signs SmithRx's Patient Acknowledgement and Disclaimer Form, SmithRx will connect the member to RxManage and assist the member in creating an account with RxManage.

## **3. Order Placement**

RxManage will assist the member in placing an order for the applicable medication. The order will not ship until a new script and the necessary checks are completed by RxManage.

## **4. New Script**

SmithRx will assist in calling the provider to send a new prescription to RxManage. However, it is highly recommended that the member call their provider to request the new prescription be sent to RxManage.



### **Timeline for Script Transition**

Members must have at least one fill domestically before transitioning their script to RxManage. RxManage advises members to have 3+ weeks of medication on hand prior to enrollment to ensure time to obtain prescription, process enrollment, and ship medication.

### **Additional International Sourcing Information**

Medications are sourced from Canada, Australia, United Kingdom and New Zealand in original packaging as supplied directly from the manufacturer or government licensed wholesaler to the dispensing pharmacy.

Medication in each country must be licensed and registered according to that country's governing body (the equivalent of the FDA in each country).

<b>COUNTRY</b>	<b>GOVERNING BODIES</b>
New Zealand	Medsafe
Australia	Therapeutic Goods Administration
United Kingdom	Medicines and Healthcare Products Regulatory Agency
Canada	Health Canada

**For additional information please 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.