

Specialty Pharmacy Information

SmithRx helps manage your prescription drug benefit, and we work with a broad network of pharmacies nationwide, including specialty pharmacies. A specialty pharmacy provides specialized services and medications designed to support the treatment of rare and complex disease states, such as cancer, Crohn's Disease, and pulmonary hypertension. Beyond filling prescriptions, a specialty pharmacy offers a dedicated care team—including pharmacists and member support—who are experts in managing chronic and complex health conditions, helping members navigate their treatment journey with personalized support.

Specialty Pharmacy Partners

Under your prescription drug benefits plan, you may use two specialty pharmacy partners; Costco Specialty Pharmacy or Senderra.



Obtaining your Specialty Medications

A member can confirm if their medication is considered specialty by utilizing the **Find My Meds** in the SmithRx Member Portal (smithrx.com/portal). Alternately, members can contact SmithRx customer support by online chat, email or phone. To get started, the prescriber (doctor) of your specialty medication will need to send your prescription to your preferred pharmacy. Read on to learn more about getting started with each pharmacy, refilling prescriptions and more.

We are here to help.

More questions? Contact the Smith Rx Member Support Team at any of the channels below.

Chat	Email	Phone	Portal
Chat live on our website or in the member portal	Email our team at help@smithrx.com	Call us at 844-454-5201	Find plan info, ID card, and documents at smithrx.com/portal

Specialty Pharmacy Information

Costco Specialty Pharmacy

New Patient

Enrollment Process

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.

Managing Refills

The Costco Pharmacy Care Team manages the refill process on behalf of the member. When it's time for a refill, portal users will receive a notification through the portal and/or mobile app. All other users will receive a text, phone call and/or voicemail during business hours. Refills can also be initiated by the member by calling Costco Specialty Pharmacy Customer Service.

Customer Service

Patients: 855-213-0070

Prescribers: 855-213-0070

Fax: 855-213-0125

Hours of operation are Monday-Thursday 9 AM-8 PM EST and Friday 9 AM-7 PM EST.

Shipping Information

There are no delivery fees. Refrigerated medications are all shipped the next day. Non-refrigerated medications can be shipped the next day or second day depending on patient supply on hand.

Specialty Pharmacy Information

Senderra Specialty Pharmacy

New Patient Enrollment Process

For enrollment assistance patients can call: 888-777-5547.

Prescribers can visit <https://senderrarx.com/prescribers/forms> and fill out the appropriate forms for the appropriate department. Prescribers can be directed to send prescriptions via e-scribe

Managing Refills

Senderra's refill specialists manage the refill process on behalf of the member. They monitor the refill schedule and will call the member when it is time to refill. Multiple attempts will be made to contact the member to ensure they have the medications they need.

Customer Service

Patients: 888-777-5547

Prescribers: 855-460-7928

Fax: 888-777-5645

Hours of operation are Monday-Thursday 8 AM-8 PM EST, Friday 8 AM-7 PM EST, and Saturday 9 AM-3 PM EST. If you reach them after hours, a pharmacist will return your call within 30 minutes.

Shipping Information

Standard shipping is free. Temperature-sensitive medications ship overnight at no cost, except on Fridays. Orders must be placed by 4:30 PM CST, Monday-Thursday. Non-temperature-sensitive medications have free 2-day shipping. Oral prescriptions are filled until 3:30 PM CST on Fridays. FedEx is the courier.