

HOW IT WORKS

Prescription Workflow

What happens when a member or patient receives and submits a prescription? Teams across different functions and organizations follow the workflow below:



Additional Resources:

Which pharmacies can members go to?

SmithRx has over 65,000 pharmacies in our network including retail pharmacies like CVS, Walgreens, RiteAid, Walmart, Costco and more. Mail order pharmacies like Amazon Pharmacy and Walmart Mail Order, and specialty pharmacies like Costco and Senderra.

Retail pharmacies



Mail order pharmacies



Specialty pharmacies



Where can members go for more information?

Members are encouraged to create an account on our **member portal** at smithrx.com/portal to find the lowest cost pharmacy near them, documentation, tools and ID card.

Who can members reach out to for support?

The SmithRx Member Services team is available: Monday to Friday, 8 am to 9 pm (ET) and Saturdays from 11 am - 4 pm (ET).

Phone: 844.454.5201

Email: help@smithrx.com

Chat: On our website www.smithrx.com

In addition, we have a clinical staff and after-hours answering to ensure members can always get the assistance they need.