

# SmithRx Mail Order

## OVERVIEW

SmithRx contracts with two preferred vendors for mail order: Walmart Pharmacy and Serve You Rx.

**We do not own or operate our own mail order service so we have no financial incentive to drive utilization toward a specific mail order pharmacy.** This means especially good discount rates for this channel. Clients can also choose their own mail order provider if they would like to use another vendor. Both of our preferred vendors have been carefully vetted by our team for quality and experience. They are also convenient options for many members with chronic conditions and a way to help reduce costs.

## PREFERRED PARTNERS



Walmart Pharmacy mail order provides exceptional service, including integration with SmithRx Copay Max program (a component of SmithRx *Connect*) to minimize plan costs using copay coupons.



Serve You Rx provides free standard home delivery for mail prescriptions and up to a 90-day supply of most medications at a lower cost than members would pay at the retail pharmacy. To enroll members can ask their physician to send their prescription electronically or by phone to Serve You Rx.

## HOW IT WORKS

During implementation we will work with each client to integrate their mail vendor of choice. For a member to sign up they will need a list of their medications, doctor information, SmithRx ID card, and a payment method to cover their copay. Once the member is signed up mail order works the same way as at the retail pharmacy. Both services include free shipping and offer expedited options.

## MEMBER SUPPORT

SmithRx's member support and clinical teams are always ready to answer questions about member prescriptions and the mail order process.



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