

# SmithRx & WithMe Health Transition FAQ

## Who is SmithRx?

Launched in 2015, SmithRx is working to reduce the complexity and cost of pharmacy benefits by building a new type of PBM committed to transparency and aligned with employers and members. SmithRx and WithMe Health are 100% aligned on vision, values and the belief that a transparent, pass-through PBM model is the best model for clients and patients.

- SmithRx’s PBM services are comparable to those provided by WithMe Health, including:
  - » Transparent and pass-through business model
  - » Rebate and pharmacy network guarantees
  - » Connect 360 program, similar to WithMe Health’s Personalized Medication Guidance Program
  - » Cost Plus pricing through Mark Cuban’s Cost Plus Drugs Pharmacy
  - » Discount card integration, including GoodRx, for lowest cost fill
  - » Willingness to support vendor carve-out relationships
  - » Broad distribution relationships

## Will members need a new ID card?

Members can continue using their existing ID cards with no impact to coverage until they receive new ID cards with the SmithRx logo.

## Will the formulary have any changes?

The current formulary will be in place through December 31, 2023, at which time the SmithRx formulary will start to be applied. The SmithRx formulary is very close to the WithMe Health formulary and so we anticipate very little disruption. For members whose prescriptions fall outside of the SmithRx formulary, they will receive letters from SmithRx with specific instructions and a list of alternative drugs.

## Can members still use Costco mail order and Lumicera specialty pharmacy? If not, how will the transition work?

Members can still use Costco mail order and Lumicera specialty pharmacy until February 29, 2024. Starting March 1, 2024, the preferred mail order pharmacy will be Amazon and preferred specialty pharmacy will be Kroger. Prior authorizations, refills and existing orders will transfer over for the amount of time prescribed by the member’s provider.

## Can members use the same member app or do they need to download a new app?

Members will need to register for the SmithRx Member Portal beginning December 1, 2023, or when the group goes live with SmithRx. Members should transition to the SmithRx Member Portal, which can be accessed at <https://portal.mysmithrx.com/login>. Centivo will notify members about this change in an email later this month.

### **What is their cost structure/will my costs change?**

Existing agreements with WithMe Health will sunset and new agreements will be executed with SmithRx. Administrative fees will remain the same until your next contract renewal. Information on changes to future pricing, if any, will be communicated as soon as they are known.

### **What are the key dates as part of this transition?**

- 12/1/2023:
  - » Members should begin to use the SmithRx Member Portal instead of the WithMe Health app
- 1/1/2024:
  - » Grandfathered formulary ends
- 3/1/2024
  - » Costco mail order and Lumicera specialty pharmacy end date, replaced by Amazon Pharmacy mail order and Kroger Specialty Pharmacy

### **Will the member phone number change?**

No, the WithMe Health phone number will direct to the SmithRx call center to avoid any disruption.

### **Will the Administrative Service Agreement need to be amended to reflect this change?**

Yes, we will be sharing new agreements for SmithRx.

### **Will members' prescriptions, prior authorizations, refills etc. automatically roll over to SmithRx?**

Yes, these will roll over seamlessly to SmithRx.

