

---

## NAVITUS COMMERCIAL NON MEDICARE PLAN FAQ'S

### Who is Navitus Health Solutions?

Navitus Health Solutions has been chosen as the Consortium's prescription drug administrator as of January 1, 2018. The CVS/Caremark plan ended December 31, 2017.

### What if my copay has increased due to my drug being on a higher Tier?

You can call Navitus' Customer Care team, available 24/7, at 1-866-333-2757 (phone number is listed on your pharmacy ID card) for assistance in switching to an effective lower-cost alternative with a lower tier copay.

### 31-DAY SUPPLY:

#### How can I fill a 31-day medication supply at a Navitus Retail Network Pharmacy?

The Navitus pharmacy network includes over 67,000 retail pharmacies nationwide such as Yorktown Pharmacy, in addition to such large retailers as Walgreens and CVS. You can use any participating retail network pharmacy for short-term medication needs, such as antibiotics, for up to a 31-day supply.

In order to find pharmacies that participate in the Navitus retail pharmacy network on Navitus' portal, you must create a Member Login with a username and password.

To find a local network pharmacy:

- Visit Navitus' member portal at [www.navitus.com](http://www.navitus.com)
- Click on Members
- Login to Navitus account
- Click on Pharmacy Search (located on left menu)
- Enter City/State or Zip Code and enter the Mile Radius, click search
  - Participating pharmacies for your area will appear listed in alphabetical order
- Click on "More Info" (located in lower right corner)
  - Pharmacy's Hours of Operation, Services and Days Supply (1 month (31-day supply) or 3 months (90-day supply)) the pharmacy accepts will be displayed
- You can click on the map which will display the participating pharmacies closest to your area
  - Pharmacy Address and Hours of Operation will be displayed
  - Clicking on Services will display the Days Supply (1 month or 3 months) available at that pharmacy
- You can always call Navitus' Customer Care team, available 24/7, at 1-866-333-2757 (phone number is listed on your pharmacy ID card) for assistance in selecting a low-cost pharmacy near you

### 90-DAY SUPPLY:

#### How can I fill a 90-day medication supply?

You can fill a 90-day supply through either

1. Mail Order - Navitus' mail order partner, **NoviXus Pharmacy Services**, or
2. Navitus' 90-day retail network.

Your prescriber must write your prescription for a 90-day supply.

---

## 1. MAIL ORDER

### How do I use NoviXus Pharmacy Services?

You can obtain up to a 90-day supply through Navitus' mail-service partner, **NoviXus Pharmacy Services**. You will have to register on [www.Novixus.com](http://www.Novixus.com) and request your next refill on the website or by calling NoviXus at 1-888-240-2211. Refill orders should be placed two weeks prior to when the medication will be needed.

To get started, mail the original prescription to NoviXus with your enrollment form (found on their website), or have your health care provider send the prescription directly to NoviXus. Your provider can send the prescription to NoviXus through the following options:

- Provider E-prescribes to NoviXus
- Provider Faxes: 1-877-395-4836
- Provider Calls: 1-877-269-1159
- Patient Mails Paper Prescription: PO Box 8004, Novi, MI 48376-8004

### When will NoviXus contact me in regards to my prescription order?

NoviXus has an interactive automated call system. You will receive a call when the following happens:

- Upon receipt of a new prescription,
- Within 14 days of when your prescription is eligible for a refill
- When a prescription ships

When you receive the call, you will need to verify a few identifying pieces of information (first and last name, date of birth, and phone number) to refill your medications. You may view the order status and the tracking information by logging into [www.Novixus.com](http://www.Novixus.com).

For questions about home delivery, call NoviXus at 1-888-240-2211, Monday through Friday, 7 a.m. to 7 p.m. CST, and Saturday, 8 a.m. to 4 p.m. CST.

If you call after hours with an emergency, NoviXus has a pharmacist on call 24/7/365 days.

## 2. NAVITUS 90-DAY RETAIL NETWORK

### What is the Navitus 90-day Retail Network?

Navitus has designed an exclusive 90-day retail network where you can obtain up to a 90-day supply at your local participating retail pharmacy. This new 90-day retail network will **NOT** include CVS Pharmacy (not applicable to members in the Medicare RX plan), but includes such pharmacies as Walgreens, Rite Aid, ShopRite, and Stop & Shop.

### How do I know if my local pharmacy participates in the Navitus 90-day retail network?

In order to find pharmacies that participate in the Navitus 90-day retail network on Navitus' portal, you must create a Member Login with a username and password.

To find a local network pharmacy:

- Visit Navitus' member portal at [www.navitus.com](http://www.navitus.com)
- Click on Members
- Login to Navitus account
- Click on Pharmacy Search (located on left menu)
- Enter City/State or Zip Code and enter the Mile Radius, click search
  - Participating pharmacies for your area will appear listed in alphabetical order
- Click on "More Info" (located in lower right corner)

- Pharmacy's Hours of Operation, Services and Days Supply (1 month (31-day supply) or 3 months (90-day supply)) the pharmacy accepts will be displayed
- You can click on the map which will display the participating pharmacies closest to your area
  - Pharmacy Address and Hours of Operation will be displayed
  - Clicking on Services will display the Days Supply (1 month or 3 months) available at that pharmacy
- You can always call Navitus' Customer Care team, available 24/7, at 1-866-333-2757 (phone number is listed on your pharmacy ID card) for assistance in selecting a low-cost pharmacy near you

### **Which medicines are available for 90-day supplies?**

Maintenance medicines are available to you at a 90-day supply. These are medicines that are used to treat chronic, long-term conditions (e.g., diabetes, high blood pressure, asthma, etc.).

**What should I do if I have questions/concerns while I am at the pharmacy trying to get a prescription filled?** You can request that the pharmacy speak with Navitus. The pharmacist can contact Navitus by calling member services at 1-866-333-2757, (phone number is listed on your pharmacy ID card), identifying themselves as a pharmacy. This will provide real time resolution to your concerns.

### **SPECIALTY DRUGS:**

#### **How do I use the Navitus SpecialtyRx Program?**

The Navitus SpecialtyRx program serves members who are taking medicine(s) for certain chronic illnesses or complex diseases. This program is part of your pharmacy benefit and is mandatory. Ordering new prescriptions through Navitus' specialty pharmacy partner, **Lumicera Health Services**, is simple. Just call a Patient Care Specialist at 1-855-847-3553 to get started.

To eliminate potential drug waste to the plan and members, we recommend limiting the days' supply for your specialty medications to a 31-day supply or less. Specialty medications are expensive and have a high discontinuation rate because of side effects. If more than a 31-day supply is purchased, thousands of dollars in medications could potentially be discarded.

#### **How do I refill my Specialty Prescription?**

Lumicera will contact you when you have 7 days remaining of your medication. If you only have 7 days remaining of your medication and you have not heard from them, you may contact them at 1-855-847-3553. Please have your prescription number(s) ready to place your order. Please remember to inform the Specialist of any insurance changes, address changes or the need to rush your order.

### **ID CARDS:**

#### **Can I use my health plan card to fill prescriptions at my pharmacy?**

No. You are required to present a Navitus ID card to the pharmacy when you fill a prescription. You can request replacement cards from Navitus by calling Customer Care toll-free at 1-866-333-2757.

#### **Who do I call to change my ID card information?**

Please call your school district if any information on your ID card needs to be changed.

#### **Who do I call to request additional cards?**

Please call Navitus Customer Care who can be reached toll free at 1-866-333-2757. They will mail you a new ID card. You should receive the new card within 7-10 calendar days from the date of your request.