

# Share a Clear View<sup>®</sup>



## Who is Navitus Health Solutions?

Navitus Health Solutions is a full-service pharmacy benefit management company committed to lowering drug costs, improving health and providing superior customer service. As of January 1, 2017, Navitus will provide your pharmacy benefit.

## What's New Starting January 1, 2017?

**Formulary.** Some generic medications may move to Tiers 2 and 3, while some brand medications may move to Tier 1.

**Retail Extended Day Supply.** You will now have the option of filling up to a 90-day supply at retail. This option is available at select pharmacies in our 90-day network.

**Mail Service.** Navitus partners with Costco Mail Order Pharmacy to offer mail order services. Please note: For drugs needed on a short-term basis, we recommend using a retail pharmacy.

Navitus is working with your current mail service pharmacy to transfer existing prescriptions on January 1, 2017. Please note: Not all prescriptions will transfer. We recommend contacting Costco during the 1<sup>st</sup> week of January to check the status of your prescription.

To enroll in mail service, please complete the Costco Patient Profile Form. You can find this form on the Navitus Member Portal. You may also contact Costco by phone toll-free at 800-607-6861. Costco will be available to assist with questions starting mid-December.

**Specialty Pharmacy.** As of January 1, certain specialty medications must be obtained through

Lumicera Health Services, and in some situations, Walgreens Specialty Solutions. If you are currently taking a specialty medication, you will receive additional information by mail. If you do not receive a letter or call prior to January, contact Lumicera toll-free at 855-847-3553.

## Frequently Asked Questions

### Who do I contact with questions?

If you have questions about your pharmacy benefit, call Navitus Customer Care toll-free starting mid-December at 855-673-6504.

You can also find participating pharmacies and other pharmacy benefit information on the Navitus Member Portal. To access the Navitus Member Portal, go to [www.navitus.com](http://www.navitus.com) > Members > Member Login. You will be able to access this portal on or after January 1, 2017.

### Where can I find my formulary?

The list of drugs covered by your benefit will be available on our website at [www.navitus.com](http://www.navitus.com) > Members > Member Login. You will be able to access the portal on or after January 1, 2017.

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

Yes, you will receive a new ID Card from HealthSCOPE containing Navitus pharmacy benefit information. You will need to present your new ID card to the pharmacy when you fill a prescription starting January 1, 2017. If you need a replacement ID card, please contact HealthSCOPE.

## When can I refill my prescription?

Your prescription can be refilled at a retail pharmacy when approximately three-quarters or 75% of the prescription has been taken.

## How much will I pay at the pharmacy?

Please refer to your Enrollment Guide for pharmacy benefit information. For specific information on drug coverage and costs, call Navitus Customer Care toll-free starting mid-December at 855-673-6504. You can also view your preferred drug list and determine your copay on the Navitus Member Portal starting January 1, 2017.

## How do I fill a prescription when I travel?

If you are traveling for less than one month, any Navitus Network Pharmacy can provide an extra one-month supply. Visit [www.navitus.com](http://www.navitus.com) for more information or contact Customer Care toll-free at 855-673-6504.

If you are traveling for more than one month, you can request that your pharmacy transfer your prescription to another network pharmacy located in the area where you will be traveling.

## How do I submit a claim?

If you pay for a prescription yourself, you can fill out a claim form for reimbursement. You can find claim forms on the Navitus Member Portal on or after January 1, 2017. Complete the claim form and mail it along with the receipt to:

Navitus Health Solutions  
Operations Division - Claims  
P.O. Box 999,  
Appleton, WI 54912-0999