

# Navitus Frequently Asked Questions:

## What is Navitus?

- Navitus Health Solutions is your Pharmacy Benefits Manager (PBM)

## What is a Pharmacy Benefit Manager?

- A PBM directs prescription drug programs by processing prescription claims.

## Who should I contact with questions or problems about my pharmacy benefit?

- Information about your pharmacy benefit can be found on [www.navitus.com](http://www.navitus.com) through the member portal, Navi-Gate for Members. You can also call Navitus Customer Care toll-free at (866) 333-2757 with questions about your pharmacy benefit.

## What is Navi-Gate for Members?

- Your health comes first, and Navi-Gate can help you with your pharmacy benefit questions and more. Navi-Gate for Members provides you with online access to a wealth of information to help you better understand your prescription drug benefits, add convenience to your life and help identify cost-saving options. Whether it is helping you find a local pharmacy or reviewing your medication profile, Navi-Gate will provide you with the information to take control of your personal health. You can sign up for Navi-Gate for Members by doing the following.
  1. Call Navitus Customer Care at (866) 333-2757 to get your member ID (that is different than what's printed on your ID card).
  2. Go to [www.Navitus.com](http://www.Navitus.com), click on the Members tab and select "member Login."
  3. Select "Click here for new registrations."
  4. Enter the member ID. Select a password of your choice, using the requirements concerning disclosure of protected personal health information, all members age 12 and older must register to obtain their own user ID and password.

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

- Yes, your medical carrier has provided you with a combined medical/prescription drug ID card. When filling prescriptions at your pharmacy, you are required to present an ID card.

## Whom do I call to request additional cards?

- You can request replacement cards from your medical carrier.

## Whom do I call to change my ID card information?

- Please log into EmployEase and make necessary corrections.

## When can I refill my prescriptions?

- Your prescription can be refilled when approximately two-thirds or 70% of the prescription has been taken. Some restrictions apply.

## What happens if the cost of my medication is less than my copay?

- You will pay whichever is less: the cash price of your copay as long as you have your **prescription filled at a participating pharmacy.**

## Is there a limited time period to submit my claims to Navitus for reimbursement?

- Yes, a claim must be submitted to Navitus for reimbursement within 12 months from the date the medication was filled.

## How do I fill a prescription when I travel for business or vacation?

- If you are traveling for less than one month, any Navitus Network Pharmacy can arrange in advance for you to take an extra one-month supply. A copay will apply. If you are traveling

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

Vision [www.navitus.com](http://www.navitus.com) for instructions of filling prescription while traveling or contact Customer Care at (866) 333-2757

**Will you mail prescriptions to me if I'm out of the United States?**

- Prescription cannot legally be mailed from any pharmacy in the United States, to places located outside the country. The only exceptions are U.S. territories, protectorates and military installations.

**How do I use the Navitus Specialty RX program?**

- Navitus Specialty RX works with Diplomat Specialty Pharmacy to offer services with the highest standard of care. You will get one-on-one service with skilled pharmacists. They will answer questions about side effects. They will give advice to help you stay on course with your treatment. Specialty drugs are delivered free. They come right to your door or prescriber's office via FedEx.

Local courier service may be available for emergency, same-day medications needs. To start using Navitus Specialty RX, please call toll-free (877) 651-4943. We will work with your prescriber for current or new specialty prescriptions.

**What is the difference between generic drugs and brand name drugs?**

- A generic drug is a drug that is the same as a brand name drug in dosage, safety and strength. It is also the same in how it is taken, how it works in the body, quality, performance and intended use. Typically, generic drugs are less expensive than their brand counterparts. They can save you money by reducing copays or in the case of over-the-counter drugs by allowing less out-of-pocket expense at the cash register.

**How do I make a complaint or file an appeal?**

- When you have a concern about a benefit, claim or other service, please call Navitus Customer Care toll-free (866) 333-2757. Our Customer Care Specialists will answer your questions and resolve your concerns quickly. If your issue or concern is not resolved by calling Customer Care, you have the right to file a written appeal with Navitus. Please send this appeal, along with related information from your doctor, to:

Navitus Health Solutions  
Attn: Appeals Department  
PO Box 999  
Appleton, WI 54912-0999

FAX:  
Navitus Health Solutions  
(855) 673-6507  
Attn: Appeals Department