



Navitus Customer Care 24/7

Navitus Customer Care is available seven days a week, 24-hours a day. Specialists are happy to assist you with your questions.

Common questions include:

- Is my drug covered?
- What is my copay?
- What are my mail order benefits?
- Is my pharmacy part of the Navitus network?
- How do I know if my drug requires prior authorization?
- Are there lower cost drug options available?

PPO, HMO, Active, Retiree & COBRA plan members contact Navitus Customer Care. They can be reached at 866-333-2757, TTY: 771

If members are at a pharmacy and without their ID card, the below information may be helpful:

- Member ID number
- PCN: NVT
- BIN: 610602

Medicare Part D (CompanionCare) plan members contact Navitus Customer Care. They can be reached at 866-270-3877, TTY: 771

If members are at a pharmacy and without their ID card, the below information may be helpful:

- Member ID number
- PCN: EGWP
- BIN: 610602

Mail Service

If members would like to register for mail service or have questions on the status of their prescription mail date, they may contact Costco Pharmacy at 800-607-6861.

Physicians may fax an Rx to: 800-633-0334.

Costco Customer Service is available Monday through Friday from 5:00 a.m. to 7:00 p.m. PST and Saturday from 9:30 a.m. to 2:00 p.m. PST.

Specialty Pharmacy Service

For more information on specialty drugs, contact Navitus SpecialtyRx. They can be reached at: 855-847-3553. Common examples of specialty medications include Humira, Enbrel, Copaxone, Avonex and Gleevec.

Pharmacy



- The Pharmacy Benefit Manager for SISC PPO & HMO plans is **Navitus Health Solutions**.
- Mail Order is through Costco Mail Order.
- A New prescription is required to set up Mail Order.
- Make sure you have an adequate supply of ALL medications by refilling prior to July 1st.
- Present your New ID card at the pharmacy and let them know you have a new plan.
- SISC pharmacy plans do NOT have coordination of benefits.
- Most pharmacies are in-network with the **exception of Walgreen's**.
- SISC pharmacy benefits include cost-saving strategies that are designed to lower drug costs and promote good member health.
- These include step therapy, generic substitution, and quantity limits.

Pharmacy continued



- SISC pharmacy plans will guide members to generics over brand medications.
- If the brand name medication has a generic equivalent available, the pharmacy or mail order facility will automatically fill the prescription with the generic when the brand name is not medically necessary.
- There is a Clinical Review Process through which it is possible to have a determination made as to whether or not a brand name drug is medically necessary.
- The member's physician will need to contact Navitus Customer Care to initiate the review process.
- If approved as medically necessary, the member will pay the brand co-pay.
- ***NEW Members***: We've found that the majority of current prescriptions will not be impacted.
- In those instances where a medication is subject to a Prior Authorization (PA) or Step Therapy (ST), the plan will allow the member **a one-time fill** of their current prescription.
- In order to obtain additional fills, their physician will need to provide information to Navitus to pass the coverage criteria.
- You can call Navitus Health Solutions at **1-866-333-2757**.
- When the Customer Care Rep answers read this script:
- **"I am new to SISC not yet enrolled and would like to find out if my medications are covered. RXPID 5x20 SISC G Formulary"**.
- Kaiser members will use Kaiser pharmacies.