



Pan American Health Organization

Navitus Overview

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Filling Your Prescription

- **Pharmacy Benefit ID Card**– A Welcome Packet with your pharmacy benefit ID card will be mailed to you. Present this card to whenever you fill a prescription
 - This is important as your pharmacist will need to enter new information about you into their system to be able to process a prescription for you or a family member
- **Network Pharmacy** – Getting your prescriptions filled is easy. A complete list of network pharmacies are available on your member portal, along with a pharmacy search to find a pharmacy near you.
 - PAHO will be using the Navitus pharmacy network that consists of about 67K pharmacies, inclusive of CVS and Walgreens.

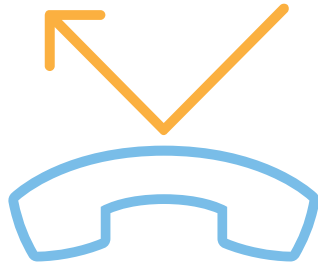
Filling Your Specialty Medication

- Navitus SpecialtyRx serves members taking medications for certain chronic illnesses or complex diseases
 - Rheumatoid Arthritis, Multiple Sclerosis, Cancer, etc...
 - Examples are medications like Enbrel and Humira
- To receive these types of medications through the pharmacy benefit, you will need to fill through our specialty pharmacy partner, **Lumicera Health Services**.
- Patient care specialists are available 24/7 at **1.855.847.3553** and will work with you and your prescriber to get your prescription set-up.

Mail Order Pharmacy

- Mail order may be utilized to get a 90 day supply of maintenance medications so medications are sent directly to your home.
 - A maintenance medication is something that you take on a regular basis like for blood pressure or thyroid replacement, not an antibiotic for 10 days
- Your mail order service is through **Costco Pharmacy**. Additional information on how to set-up mail order will be provided in your Welcome Letter & available on the member portal.
- You do not have to be a Costco member to use Costco Pharmacy.
- You may register for Costco mail order starting on 1/1/2021

Navitus Customer Care



1% Abandonment Rate



11 Seconds Average
Speed to Answer

- Customer Care Number: **1.844.268.9789**
- Available 24/7, toll-free
- All calls greeted LIVE
- Callers enjoy a single point of contact for pharmacy benefit inquiries
- Customer Care agents will initiate the process to provide interpreting services when needed to assist in translation between members and Customer Care agents.



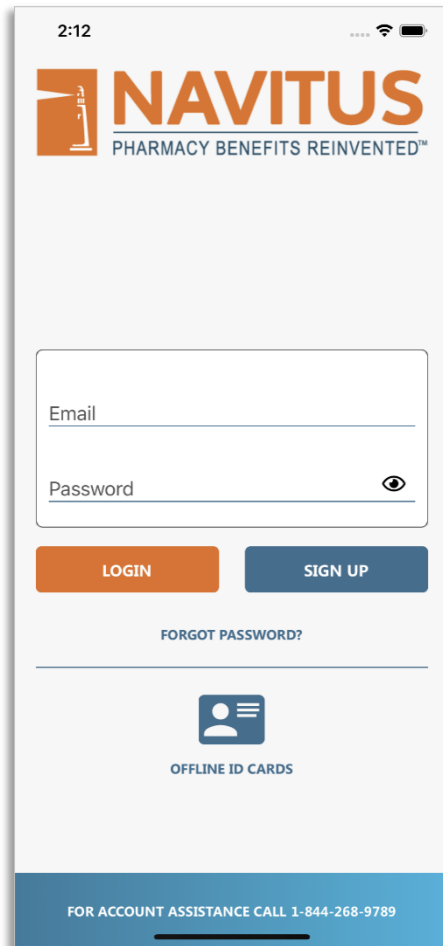
Navi-Gate® for Members

Overview & Portal Demo

- Starting January 1, 2021, you can access the online member portal where you can learn more about your prescription benefit program, medication history, and drug information.
- Helpful resources include frequently asked questions, contact information and a self-service section with appropriate forms.
- Convenient access is provided to plan-specific information including:
 - “Cost Compare” for comparing pharmacy costs.
 - Drug Search/ Side Effects and Interactions.
 - Forms for items such as Prior Authorizations and Manual Claims.
 - Formulary Listing.
 - Mail Order Service.
 - Pharmaceutical Management Procedures.
 - And more.

About the App

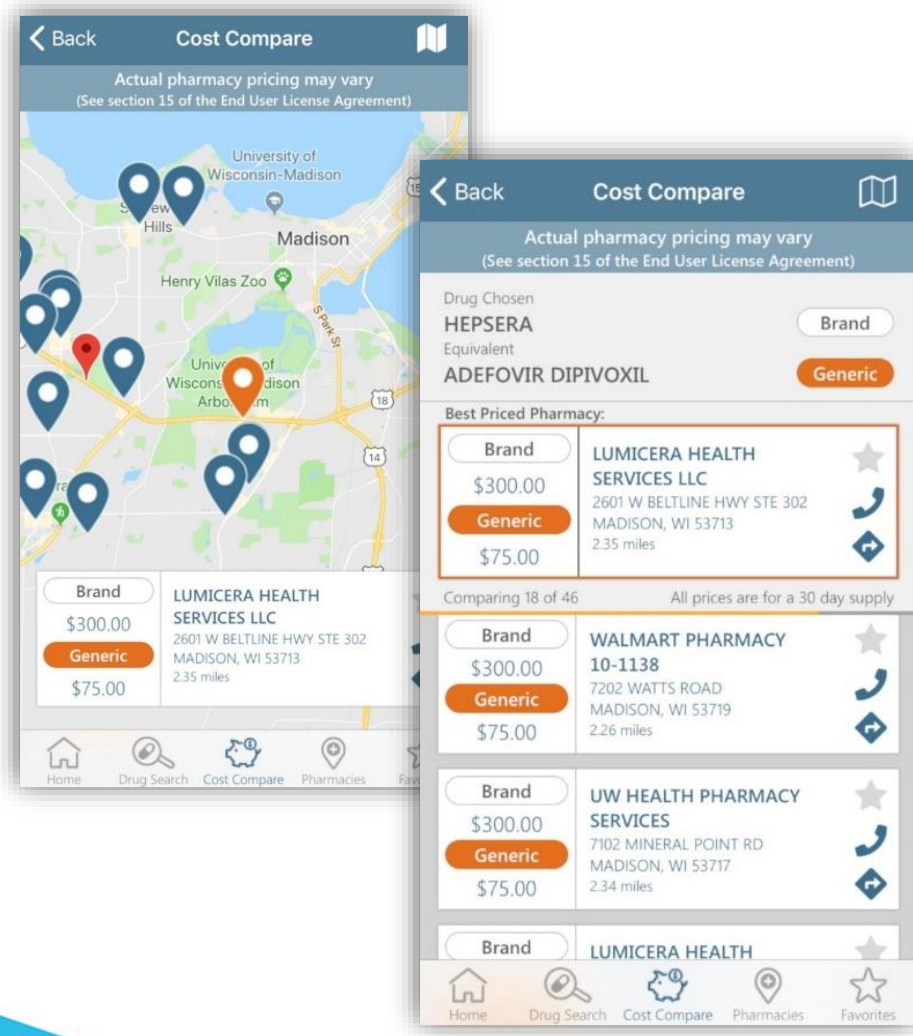
Prescription Benefits at Your Fingertips



- With Navitus' mobile app, members can:
 - Compare medication prices to find the lowest-cost option
 - Locate the most convenient network pharmacies
 - Save preferred pharmacies for quick and easy access
 - Access medication and benefit information
 - View member ID card
- Features include:
 - Drug search
 - Cost compare
 - Pharmacy search
 - Favorite pharmacies
 - Member ID card

Cost Compare

Search for the Most Cost-Effective Solutions



- Check copay prices for pharmacies in your network by:
 - Current location (GPS)
 - Favorite pharmacies
 - City, state or address
- Compare brand and generic copay prices

Formulary Transition & Drug Coverage FAQs

- What is a Formulary?
 - A formulary is a list of covered medications and also a list of medications that may require prior authorization or pre-certification prior to use
- Is my medication covered through Navitus?
 - Most medications you have been taking are covered through Navitus
- What will happen if my medication is not covered through Navitus?
 - Navitus will cover your current medication for the first 90 days of the year. If you are on a medication not covered by Navitus you will be receiving a letter in the mail shortly after January 1st explaining that Navitus does not cover the medication and please take this letter to your provider to discuss the options listed in this letter. If you cannot take any of the suggested alternatives, your provider may submit a prior authorization for the medication to Navitus.

Thank You.



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