

SHI Navitus FAQs

1. Will we be getting one card per (non-minor) family member covered?
 - a. Yes.

Refills & maintenance medicines

2. I will need my medication for January 1st. How this is going to work?
 - a. We suggest that you request your next refill through CVS a few days earlier than usual, in December.

If it is a medicine with a limited number of refills, next year you should be able to refill it at your usual pharmacy by presenting the Navitus member card information.

If it is a maintenance medicine (e.g. blood pressure, cholesterol), we suggest to enroll in the Costco pharmacy mail-order service to receive a 90 day supply (beginning 1 January).

Please send mail order prescriptions to Costco Pharmacy starting on January 1, 2021. It is easy to begin using Costco Pharmacy. You can register online at www.pharmacy.costco.com. Your physician will need to send a new prescription to Costco. Please allow 10 to 14 calendar days from the day you submit your order to receive your medication(s).

You do not need to be a Costco member to use Costco Pharmacy, including the physical Costco Pharmacy.

3. What happens to orders submitted online with CVS, should we stop these orders?

CVS will not be able to fill orders from 1 January. You may wish to cancel any orders scheduled for next year, or move them to December 2020 delivery dates.

CVS pharmacies are in-network, so you can continue to visit CVS retail locations by presenting your new Navitus card. Beginning on 1 January, you may enroll in Costco Pharmacy for mail order of a 90 day supply. (see detailed answer above).

Using Cost Compare tool prior to sending a new prescription

On the Navitus website and app, you may check copay prices for pharmacies in the network, sorting by Current location (GPS); by Favorite pharmacies; or by City, state or address.

If you have a paper prescription, simply bring it to the pharmacy of your choice after considering copay and location.

If your physician offers to send the prescription directly to the pharmacy, you might prefer to use your normal pharmacy, after confirming that it's in-network. If you wish to use the Cost Compare tool, ask the physician for the details of the prescription (strength, form, number per day and number of days) and you can use the Cost Compare tool while in the office prior to selecting which pharmacy you wish for the doctor's office to send the prescription to.

4. Most physicians do not give paper prescriptions but instead request the pharmacy electronically for the prescription. How is it going to be done now that different pharmacies will be used depending on the medication?
 - a. Just as before, you can tell your doctor which pharmacy you prefer. The Cost Compare tool is an option if you wish to see if there is a cheaper option nearby.

Navitus recommends to fill all your prescriptions at one pharmacy to enable you to form a relationship with the pharmacist.

5. When the doctor is the one that sends the prescription to the pharmacy, can we ask them to send to Navitus and then we choose what pharmacy we want?
 - a. No, you continue to tell the doctor which pharmacy you want them to send the prescription to. Navitus does not receive the prescriptions directly.

Claim forms

6. Do we need to use claim forms?
 - a. Generally, no. You should present your card information at the pharmacy and they will process the charge through Navitus. You should only have to pay the co-pay.
If you have difficulty at the pharmacy, please ask the pharmacist to call Navitus Customer Care number (1.844.268.9789) so they can confirm your enrollment right away.

Remember that you can access your card information online/from the app.

A Navitus claim form would be used in rare cases where you purchased a prescription from an out of network pharmacy or without presenting your Navitus card information. If you fill a prescription without presenting a card, the cost may be higher because you will not receive the negotiated rate.

7. Is there an online claim form to submit with attachments of the supporting documentation?
 - a. The form is available on Navitus website, and should be submitted by mail or fax.

8. For medications purchased outside the US, will we continue to submit claims for these through AETNA or do we now have to submit to Navitus?
 - a. Yes, if you reside in the U.S. but purchase a medication, with a prescription, outside the U.S., please continue to send claims, with a copy of the prescription, to the Third-Party Administrator for medical care (currently Aetna).

9. Is this PPT presentation going to be shared?
 - a. The recording and presentations will be on the FRM/SHI intranet page and also on the PAHO Association of Former Staff Members site: www.afsmpaho.com.

10. What if I don't receive my letter?
 - a. Beginning on 1 January 2021, call Navitus Customer Care at 1.844.268.9789, they can provide your Navitus number