

MEMBER FAQs



Your prescription drug benefits are administered by Navitus, a pharmacy benefit manager (PBM). Below are a few frequently asked questions (FAQs).

How do I fill a prescription?

You will receive a new pharmacy benefit ID card from Navitus or your plan. This new ID card contains information to help your pharmacist process your prescription. Please present your ID card at the pharmacy whenever you fill a prescription.

If you have not received your new ID card, call Navitus Customer Care at 855-847-1025 for assistance.

How do I know if my drug is covered?

The formulary (preferred drug list) is available in the member portal, which can be accessed at memberportal.navitus.com.

For your plan-specific formulary drug coverage, log in to the member portal and search for the drug(s).

Can I use copay assistance?

Yes. Many medications have copay assistance programs where drug manufacturers pay a part of the medication cost to make it more affordable. If you do not currently use a copay assistance program, the Navitus Customer Care team can help you enroll to take advantage of these savings. If you already use copay assistance, your out-of-pocket cost will not change.

With copay assistance, only the amount you have paid out-of-pocket will apply to your annual deductible and/or out-of-pocket maximum. Some copay assistance programs require re-enrollment annually.

Can I get a 90-day supply of my medication?

Yes, maintenance medications can be filled for a 90-day supply at over 64,000 retail pharmacies or Costco Pharmacy Mail Order.





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You do not need to be a Costco member to use Costco Pharmacy.

You can register online at pharmacy.costco.com. If you have any questions, please call Costco Pharmacy at 800-607-6861.

Costco Pharmacy Customer Service is available Monday through Friday, 7:00 a.m. to 9:00 p.m. (CST) and Saturday, 11:30 a.m. to 4:00 p.m. (CST).

Can I keep using my current retail pharmacy?

The Navitus network includes over 64,000 pharmacies.

To view a complete list of pharmacies, log in to in your member portal at memberportal.navitus.com.

Use the Pharmacy Search feature to search for in-network pharmacies.

How do I request reimbursement for pharmacy claims?

You can request reimbursement for pharmacy claims by completing the prescription drug claim form at www.navitus.com.

You can be reimbursed directly for covered services up to the Navitus contracted amount.

How do I fill my specialty medication?

If you are using a specialty medication, you will need to fill your prescription through our specialty pharmacy partner, Lumicera Health Services.

To order prescriptions through Lumicera, call the Lumicera patient care team at 855-847-3553. They will work with you and your prescriber to set up your prescription.

QUESTIONS?

**Contact Navitus
Customer Care**

855-847-1025

www.navitus.com