

IMPORTANT INFORMATION ABOUT YOUR PHARMACY BENEFITS

Effective January 1, 2018, Navitus Health Solutions became the Consortium's prescription drug administrator managing your prescription drug coverage.

Based on feedback we have received, we have compiled some useful tools in an effort to help guide you through the changes you are experiencing.

Top five things to know about using your pharmacy benefits

1. Things to do when you are at your doctor/provider office:

- Remind your medical provider that you have changed pharmacy insurance coverage and you have a new formulary (list of medications) that is now covered.
- If you received a letter in the mail from Navitus, please share it with your doctor. This will provide them with some alternatives that are part of the Navitus formulary.
- Always discuss with your medical provider the potential costs of medical therapy. By calling Navitus at 866-333-2757, your provider can find out what medications require prior authorization or other medications that can be used to treat your condition that may be less costly to you.

2. Things to know while at the pharmacy:

- If the pharmacist says the medication is not covered, ask your pharmacist what the alternative is. If your pharmacist does not know, ask them to call Navitus at 866-333-2757. Your pharmacist can then speak with your medical provider to discuss options that best suit you.
- Do **NOT** leave the pharmacy with your medication if you do not understand why your cost changed. You **CANNOT** bring it back. It is better to ask the pharmacist why, **before** taking the medication home.
- If you were on a drug in 2017 that is being used to treat conditions for mental health, seizures, or high cost (Specialty Injectable) medications, you will not be asked to change medications. If your pharmacist has trouble processing the claim, ask them to call Navitus at 866-333-2757.

3. Things to do if your drug is not covered or needs prior authorization:

- Have your pharmacist or physician call Navitus at 866-333-2757 (available 24/7), to discuss alternatives or what information is needed to request prior authorization.
- Many times, a product that is not covered has another product on the formulary that is the same chemical but costs the PNW Health Benefits Consortium less, if that is the case, please have your doctor or pharmacist call Navitus at 866-333-2757 (available 24/7) to ask for alternatives.
- If the medication that your doctor is requesting is not a covered product on the Navitus formulary, and that is the only option that will work for you, your doctor can call Navitus at 866-333-2757 (available 24/7) to place an exception to coverage. This prior authorization process explains you have tried all the covered medications and shows they did not work for you. Prior authorizations and exceptions to coverage are reviewed within 72 hours on a regular request, and 24 hours on an urgent request.

4. Things to do if your copay has increased from 2017:

- Ask your pharmacist if there are alternatives in a lower tier that may work for you. If they do not know what is on a lower tier, ask them to call Navitus at 866-333-2757 (available 24/7), your pharmacist can then work with your medical provider to get a new prescription.
- Speak with your medical provider about lower tier alternatives. If they do not know what is on a lower tier, ask them to call Navitus at 866-333-2757 (available 24/7).
- You can also call Navitus at 866-333-2757 (available 24/7), and a Customer Care Agent can offer some suggestions for you to take back to your medical provider.

5. Things to do if your generic drug is now on higher tier:

- Not all generic medications are inexpensive anymore, and there are times the brand may be the least costly alternative. If the generic product you were using is now at a higher copay, have your pharmacist call Navitus at 866-333-2757 (available 24/7), to discuss alternatives that they can take back to your doctor.
- An example of the above statement is a drug used to treat thyroid deficiency. Your previous pharmacy benefits manager covered levothyroxine (generic for Synthroid) at tier 1. Navitus covers Synthroid (brand drug) as the tier 1 product. Synthroid is the lowest cost option for you the member and for the Consortium.
- Talk to your doctor and pharmacist, who should work as a team to help you get the most cost effective treatment.

Why Navitus?

Unlike traditional PBM's, such as CVS Caremark, Express Scripts, Optum, the Navitus Health Solutions:

- Only source of revenue is a flat administrative fee per member
- All cost savings come back to the Consortium to use for its members