
NoviXus FAQ – PNW Health Benefits Consortium October 2017

My Account

How do I begin using the NoviXus Pharmacy Services website?

Your first step is to enroll on the NoviXus Pharmacy Services website at www.Novixus.com beginning December 1, 2017. Enter your first and last name, date of birth, gender and member ID number on the homepage and then click enroll. Once you have enrolled, you will have the ability to order refills, view your drug history, track order deliveries and submit questions to the NoviXus pharmacist.

Please establish a separate online account for each eligible family member.

The information you provide is kept confidential and secure in accordance with HIPAA and other applicable state privacy laws. If you do not wish to enroll online, you can also mail in the enrollment form included with your enrollment packet or you can call our patient care center to enroll with one of our specialist.

How do I choose a user name and password for my online account?

Choose login information that will be easy for you to remember. All user names must be at least 5 characters long or greater. Passwords must be between 8-15 characters with one uppercase letter and 1 digit. For security purposes, each member's user name must be unique. No special characters are allowed.

Ordering Prescriptions

How do I transfer a prescription from a retail pharmacy?

As long as your prescription is written for a 90-day supply or has enough refills to fill for a 90-day supply except for controlled substances, we can have that prescription transferred in to NoviXus. You can call the Patient Care Center or send us a "Contact Us" message on our website with the following information: The name and telephone number of the pharmacy, the prescription number, name, strength and directions of the prescription you would like us to transfer. We will also ask for the prescriber's name and phone number, just in case we need to call to obtain a new prescription.

How do I check the status of my order?

You can view order status information at any time by logging in and clicking on the "Prescriptions" and then the "Orders" icon at the top of the screen. To check status by phone, contact us at (888) 240-2211.

If you have not received your prescription order within 10 days from the time the order was placed, be sure to contact NoviXus Patient Care.

What medications are considered maintenance medications?

Any medication that is prescribed to be taken for 3 months or longer may be considered a maintenance medication.

Can my prescriber call in my prescription to NoviXus Pharmacy Services?

Yes, NoviXus Pharmacy Services can accept prescriptions by phone with the exception of controlled substance (Schedule 2) drugs. If your doctor has the technology to electronically prescribe

medications (e-prescribe), request that yours be submitted this way. You can also have your doctor fax in the prescription to NoviXus at (877) 395-4836. By law, faxed and e-prescribed prescriptions are only valid if sent from a doctor's office. Once a new prescription is received by your doctor we will send an automated call to the number we have on file. NoviXus will send out an automated interactive call to the phone number on file. If you receive the call live then after a few validating questions, you can find out what prescription we received. You can also place the order during the same call.

What payment methods do you accept?

A credit card is required for orders submitted online or on our automated phone system. We accept American Express®, Discover® Card, MasterCard® and Visa®.

For orders submitted by mail: Include your credit card information or send a check or money order made payable to NoviXus Pharmacy Services. Do not send cash.

Your check or money order must include your name, your family members' names (if you are paying for their prescription orders), address, telephone number(s) and one of the following: order number, prescription number, invoice number, member ID number.

What happens when my prescription refills expire or there are no refills remaining?

NoviXus Pharmacy Services will attempt to contact your prescriber for refill authorization if the patient request's a refill on a prescription that is expired or out of refills. We will notify you if we are unable to obtain this authorization within 72 hours or if the prescriber needs to discuss your medication with you.

Why did I receive a generic medication instead of the brand-name medication that was originally prescribed?

Depending upon your plan, your prescriber's wishes and what is allowed by state law, NoviXus Pharmacy Services will substitute generic equivalents for brand-name medications whenever possible. Generic medications have the same active-ingredient formula as brand-name medications.

How do I order a refill of my current NoviXus Pharmacy Services prescription?

You can go to www.NoviXus.com, login and click 'Prescriptions' at the top of the screen. The prescriptions that show in green are eligible to be filled at this time. You can also call our Patient_Care Center (888) 240-2211 to speak with a Specialist that will assist you in placing your order.

Shipping and Delivery

How are prescription orders shipped?

Orders are shipped free of charge, in secure, confidential and tamper-evident packaging via the U.S. Postal Service. Some controlled substances require an adult's signature upon delivery.

You can request your prescriptions to be sent Express mail which is 1-2 day delivery based on your shipping address. This expedited shipping costs \$25.00 and only decreasing the shipping time and not the processing time.

How soon will my prescription order arrive?

We ask that you allow 7-10 days from the time you place your order.

If you have questions, please contact:

NoviXus Patient Care Center at 1-888-240-2211

Monday - Friday 7:00 am to 7:00 pm CST

Saturday's 8:00 am to 4:00 pm CST