

Troubleshooting Guide for Medications



Below is a troubleshooting guide which focuses on the most common issues faced when picking up your medication(s). Sometimes prescriptions may be temporarily rejected when pharmacy benefit programs change. This does not always mean the medication is not covered. If this happens, follow the steps below.

Step 1

Ask the Pharmacist Why the Prescription Was Rejected

Common reasons include:

- The pharmacy may still have your old prescription insurance information
- The medication may require prior authorization
- The medication may not be on the Navitus formulary
- Your doctor may need to send a new prescription

In many cases the pharmacist can resolve the issue immediately once the correct insurance information is entered.

Step 2

Confirm Your Prescription Insurance Information

Make sure the pharmacy has your Navitus prescription benefit information. If needed, provide your new prescription ID card or download your ID card from the Navitus Member Portal. You can visit memberportal.navitus.com to access your ID card.

Step 3

Contact Your Doctor if Prior Authorization Is Required

Some medications require approval from Navitus before they can be filled. If the pharmacy indicates that prior authorization is required, contact your doctor's office and ask them to submit the request to Navitus. Most prior authorization reviews are completed within three business days once all information is received.

Step 4

Ask Your Doctor About Alternative Medications

If a medication is not covered under the Navitus formulary, your doctor may be able to prescribe a different medication that is covered and works similarly.

Doctors handle this process frequently and can help identify appropriate alternatives.

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Step 5

Contact Navitus Member Services

If you are unsure why a prescription is being rejected or need help resolving the issue, contact Navitus Member Services at (855) 847-1035.

Representatives can:

- Explain coverage
- Check prior authorization status
- Help coordinate with your pharmacy or doctor

Special Note About GLP-1 Weight Loss Medications

Some medications used for weight management require participation in the **Digbi Health program** before they can be covered. Please visit <https://partner.digbihealth.com/prism> or call (866) 344-2189.

These medications include:

- Wegovy
- Zepbound
- Saxenda