



Navitus Questions and Answers

Question: Who is Navitus and what is a PBM?

Answer: Navitus Health Solutions, LLC is a Pharmacy Benefits Manager (PBM). Starting January 1, 2026, Navitus will be our new PBM. As our PBM, Navitus works with drug manufacturers and pharmacies to get the best prices and help save money on medications. They have also worked with our plan to put together a formulary (a list of covered drugs), which is used to process pharmacy claims.

Question: Why did the PBM change from ESI to Navitus?

Answer: There are a few reasons as to why the PBM changed:

- Improve pricing transparency
- Lower drug costs
- Maintain access to medications
- Provide clinical support for members

Question: What is a drug formulary?

Answer: A drug formulary is a list of preferred prescription drugs that a health plan has chosen to cover. Please note Navitus' formulary is different from the prior PBM's, ESI.

MEMBER EXPERIENCE

Question: How will I know if the Clinical Engagement Center (CEC) is trying to contact me via phone?

Answer: You will receive a phone call from either a 608 or an 888 area code. "Navitus Health" will appear in the Caller ID. For landline displays, "Navitus Health Solutions" will appear.

Question: How can members sign up and log in to the member portal or mobile app?

Answer: Once their benefits are active, members can register at www.navitus.com/member or search for Navitus in the App Store or Google Play. *Please note: the same username and password should be used for both the portal and app.*

PHARMACIES

Question: What pharmacies can members use?

Answer: Getting prescriptions filled at a network pharmacy is easy! The Navitus network includes most independent and all major chain pharmacies. Members can find a list of network pharmacies on the member portal at www.navitus.com/member once their benefits are active.

Question: Can members fill prescriptions through mail order?

Answer: Yes. If members take the same medication month after month, mail order may be a convenient option. A mail order service provides a 90-day supply of maintenance

medication(s) and ships right to a member's preferred location. Many times, this is at a lower cost than 30-day fills.

Costco Pharmacy Mail Order is Navitus' mail order vendor. They can be reached at 800-607-6861. They are available Monday - Friday from 5:00 a.m. to 9:00 p.m. (PST) and Saturday 9:30 a.m. - 2:30 p.m. (PST)

Question: Do I need to be a Costco member for my mail order?

Answer: No, Costco membership is not required for mail order under Navitus.

Question: What if I take a specialty drug?

Answer: Navitus' specialty pharmacy partner, Lumicera Health Services, provides a high level of personalized care for members with complex conditions. Their clinical team will help patients manage side effects, reduce complications, and improve their quality of life.

To start, call 855-847-3553 to speak with a Lumicera patient care specialist. They are available Monday - Thursday from 6:00 a.m. to 5:00 p.m. and Friday from 6:00 a.m. to 4:00p.m. (PST).

COVERAGE

Question: Are over the counter (OTC) drugs covered?

Answer: Only legally required OTC drugs are covered. Covered OTC drugs can be found on the Navitus Formulary.

Question: What should I do if my prescription is rejected at the pharmacy?

Answer: Members should be sure to notify their doctor that their PBM has changed to Navitus. If your current medication is not listed on the Navitus formulary, your doctor may need to prescribe an alternative medication along with a Prior Authorization (see below).

Question: What is prior authorization (PA)?

Answer: Prior authorization is a standard process used to ensure members are taking safe, cost-effective medications. Prescriptions may need prior authorization if they:

- Could be unsafe if taken with other drugs
- Are often misused or abused
- Have more affordable, effective solutions

Question: How does a healthcare provider submit a prior authorization?

Answer: Prescribers can access PA forms on Navitus' Prescriber Portal, prescribers.navitus.com.

Question: How can members request an exception to the formulary change?

Answer: For a review of possible coverage for your medication, HR Managers/Employers will need to complete the PRISM Member Exception Request Form for processing.

Question: Who decides which drugs are included and excluded from the Navitus Formulary?

Answer: Decisions on which drugs are included or excluded from the Navitus formulary are made by the Navitus Pharmacy & Therapeutics (P&T) Committee, and are based on each drug's effectiveness, side-effects, interactions, cost and value. The Committee is made up of prescribers and pharmacists with a broad range of clinical practice and expertise. They meet four times a year to review new drugs and drug classes, as well as changes in drug indications.

Question: Can members access the drug formulary on the member portal?

Answer: Yes. Once members have logged on to the [Member Portal](#), the formulary list is located under *My Plan > Forms and Documents > Formulary*.

Question: How do members submit a manual prescription drug claim for reimbursement?

Answer: Typically, prescriptions will be automatically processed at the pharmacy. But if members need to manually submit for reimbursement, they can go to navitus.com/members to download and print the Direct Member Claim Form. Please be sure to complete the form in its entirety, sign, and send the form along with all applicable receipts to the address listed on the form.

Question: Why does the formulary show Wegovy and Zepbound as not covered?

Answer: These two medications (along with Saxenda) are prescribed as non-Diabetic GLP-1s, specifically for weight management. Since Digbi Health is the sole prescriber for weight loss GLP-1 medications, members will need to go through Digbi Health and meet certain criteria to be eligible. Once deemed eligible and prescribed by Digbi Health, Navitus will supply the medication.

Question: If Lumicera is the specialty pharmacy partner for Navitus, why do some of the drugs listed on the formulary say they are only available through Accredo?

Answer: In general, any prescription for a specialty medication will need to be sent to Lumicera for processing. However, Lumicera, like most specialty pharmacies, does not have access to ALL specialty medications. There are many limited distribution (LD) drugs in the specialty space, meaning manufacturers will contract with specific pharmacies to dispense their products. These products are called out on the formulary with the special code "LD" and a note in the drug name column indicating which specialty pharmacy has access to the product and their phone number.

Question: How do DIGBI and Navitus work together as it relates to GLP-1s?

Answer: Digbi Health is the program that determines eligibility for non-Diabetic GLP-1s. Navitus is the pharmacy manager that approves all medications processed at the pharmacies including Diabetic and non-Diabetic GLP-1s.

Question: My prescription (non-diabetic GLP-1) is not covered under Navitus. What should I do?



Answer: Were you taking this prescription prior to 1/1/2026? If so, you may continue to take your medication through Navitus until 4/1/2026. After 3/31/2026, you will need to review your options with Navitus. Often, your doctor can prescribe an alternative medication that is on the Navitus formulary. Members may review the formulary on the Navitus Member Portal.

Question: What if my prescription is a specialty drug?

Answer: You can tell if your prescription is a specialty drug, as it will be noted on the formulary. Navitus' specialty pharmacy partner, Lumicera Health Services, provides a high level of personalized care for members with complex conditions. Their clinical team will help patients manage side effects, reduce complications, and improve their quality of life.