

# YOUR PHARMACY BENEFITS



**NAVITUS**  
PHARMACY BENEFITS REINVENTED™

## Welcome to Navitus

We're committed to providing you with robust, 360-degree support and personalized care because we know that when you're healthier, you're happier. That's why we've reinvented pharmacy benefits to work smarter and give you clarity, guidance and peace of mind when it comes to prescriptions and improving your health. You can count on us to:

- ▶ Make it easier to understand your benefit
- ▶ Provide convenient access to prescriptions
- ▶ Answer your health questions
- ▶ Give you the support you need

We look forward to serving you on your journey to a healthier, happier you.

## Filling Your Prescription

**At a Network Pharmacy** — Getting your prescription filled is easy. You can find a complete list of your network of pharmacies on the secure member portal, as well as tools to help you select a pharmacy near you.

**By Mail Order** — Depending on your benefit design, our mail order service may be a convenient way to get a 90-day supply of your maintenance medications. A registered pharmacist is on hand to perform the same safety checks as your local retail pharmacist, including a review of your medication history. You can rest assured that your prescription is safe, accurate and right for you. Plus, you can save a trip to the pharmacy by getting your medications delivered right to your door.

**At a Specialty Pharmacy** — The specialty program gives members with chronic conditions convenient access to specialty medications. This provides a high level of personalized care and guidance to help successfully reduce side effects, minimize complications and improve quality of life.

## Filing A Claim

We're dedicated to making your pharmacy benefits easy and accessible. If you have a concern about a benefit, claim or other service, please call customer care. If we can't resolve your issue, you have the right to file an appeal. To file a manual claim, fill out the form located in your member portal and mail or fax your claim form and documentation to us. Our customer care number and claims address are listed on the back. We'll work to answer your questions and resolve your concerns quickly.

## Sharing Your Feedback

We welcome you to share your feedback, concerns or complaints, or to report any errors. We consider it a top priority to act on this information and correct errors, prevent future issues and ensure quality and safe care. To provide feedback, please call the Customer Care number listed on the back cover.

## Saving Money on Your Prescriptions

Choosing generic drugs is one of the best ways to lower your prescription expenses. Generics are clinically identical to their brand-name counterparts and go through the same rigorous U.S. Food and Drug Administration (FDA) process as brand name drugs. Rest assured they have the same safety, quality, strength and effectiveness as brand name medications. To get started simply ask your prescriber if a generic is available for your prescription.



# Preferred ADMINISTRATORS

El Paso Children's Hospital

**Effective Date**  
October 1, 2022

**Benefit Type**  
3-Tier Pharmacy Benefit

## Days' Supply Dispensed

Participating Retail Pharmacy	Up to 30 Days
Specialty Pharmacy	Up to 30 Days
UMC Preferred Pharmacy	Up to 90 Days

## Benefit Schedule

Tier Level	Participating Retail Pharmacy	UMC Preferred Pharmacy	Applies to Out-of-Pocket Maximum
Tier 1	\$25 copay after \$50 deductible	\$5 copay after \$50 deductible	Yes
Tier 2	\$45 copay after \$50 deductible	\$25 copay after \$50 deductible	Yes
Tier 3	\$70 copay after \$50 deductible	\$50 copay after \$50 deductible	Yes
Specialty	\$50 copay after \$50 deductible	\$50 copay after \$50 deductible	Yes

## Annual Rx Deductible

Individual Deductible	\$50
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## Annual Out-of-Pocket Maximum

Individual Maximum	\$6,000
Family Maximum	\$12,000

Tier 1:	Usually includes generic medications
Tier 2:	Usually includes preferred brand-name medications
Tier 3:	Usually includes non-preferred brand-name medications

**CUSTOMER CARE:** 24 Hours a Day | 7 Days a Week | 1.855.673.6504 | 711 (TTY)

**SPECIALTY PHARMACY:** Lumicera Health Services | 1.855.847.3553

**CLAIMS:**

Navitus Health Solutions

ATTN: Claims Department

P.O. Box 999 Appleton, WI 54912-0999

**TOLL-FREE FAX :** 1.855.668.8550

**WEBSITE:** [navitus.com/members](http://navitus.com/members)



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You can get easy access to your prescription benefits  
using Navitus' convenient mobile app.

Download the app on the App Store or Google Play!

Hover your phone's camera over this code to download the app. ►



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For a copy of your member rights and responsibilities, please visit the member portal or call Customer Care.

If you need this printed material translated or in an alternative format, or  
need assistance using any of our services, please  
contact Customer Care.