



Navitus Customer Care

Hours

24 Hours a day/ 7 days a week
(866) 333-2757
TTY 711

Mailing Address:

Navitus Health Solutions
PO box 999
Appleton WI 54912-0999

Website:

www.navitus.com

Your Pharmacy Benefit

Welcome to Navitus Health Solutions, the pharmacy benefit manager for Self-Insured Schools of California (SISC). We're committed to lowering drug costs, improving health and delivering superior service. This booklet contains important information about your pharmacy benefit.

We look forward to serving you!

Filling your prescription at a Network Pharmacy:

The first step to filling your prescription is deciding on a participating pharmacy. In most cases, you can still use your current pharmacy. There is a complete list on our website, www.navitus.com.

Using your Medical Benefit ID Care:

You will not need a separate pharmacy benefit ID card. Your medical benefit card also contains information about your pharmacy benefit. Please present your medical benefit card to the pharmacy when you refill your prescription. To determine your copayment before going to the pharmacy, call Navitus Customer Care @ (866) 333-2757.

Receiving your Medications through mail order:

Our mail order service offers an easy way for you to get a 90-day supply of your long-term or maintenance medications. Your prescriptions are delivered to your door, saving you a trip to the pharmacy. For more information on how to start our mail order service visit www.navitus.com >Members > Member Login or contact Navitus Customer Care.

Submitting a Claim:

In an emergency, you may need to request reimbursement for prescriptions that you have filled and paid for yourself. To submit a claim you must provide specific information about the prescription, the reason you are requesting reimbursement, and any payments made by primary insurers. Complete the appropriate claim form and mail it along with the receipt to:

Navitus Health Solutions
Operations Division – Claims
PO Box 999
Appleton, WI 54912-0999

Claim forms are available at www.navitus.com or by calling Navitus Customer Care @ (866) 333-2757.

Mail Order, Receiving your Medication through Mail Order

Costco mail Order Pharmacy will service your mail order needs. Drugs available through mail order include prescriptions covered as part of your pharmacy benefit. We recommend mail order service for maintenance (long-term) drugs only. For drugs needed on a short-term basis (e.g., antibiotics for short-term illness), we recommend using a retail pharmacy.

It's Easy to Start:

Step 1: Enroll – Register online at www.pharmacy.costco.com. Under “New Patients” create an account. Enter all required information to set up your online patient account including information regarding drug allergies, medical conditions, payment, etc. Please note each patient will need their own email address to create an online account. You can also complete the mail order enrollment from available online and mail into the pharmacy.

Step 2: Fill your Prescription: - Request your new prescription online at www.pharmacy.costco.com. Provide prescription information, including physician name, drug name and shipping method. Confirm your order and mail the original prescription to the address provided, or have your health care provider send the prescription directly to the Costco Mail Order. Your provider can send the prescription through the following options:

- Call (800) 604-6861
- FAX (800) 633-0334
- E-prescribe

Costco Pharmacy will begin processing your order once you have placed a request and the original prescription is received at our facility.

Obtaining Refills:

Once you've received your first prescription via mail order, refills can be ordered using any of the following methods:

- Online: www.pharmacy.costco.com
- Call: (800) 607-6861
- Costco's 24-hour automated telephone system guides you through the refill ordering process. Be sure to have your prescription number available.
- Or Enroll in the auto refill program online.

Average process and shipping time is 6 to 14 days. Costco offers free standard shipping. Expedited shipping options are available for an additional fee.

Prescriptions cannot legally be mailed from a mail order pharmacy (or any other pharmacy operating within the United States) to locations outside the United States. The only exceptions are U.S. territories and military installations.