



Q. Who is Navitus Health Solutions?

A. Navitus Health Solutions is a completely transparent pharmacy benefit manager that provides cost-effective drug benefits. A pharmacy benefit manager (PBM) administers prescription drug programs for plan sponsors (i.e. Andrews University). PBMs work with drug companies and pharmacies to offer prescription benefits for health plan members. PBMs also maintain the drug list (formulary) and manage clinical programs.

Q. Will I get new insurance ID cards?

A. Yes, you will receive new insurance ID cards starting March 30th. Please review the cards to make sure your information is correct. For all prescriptions filled on or after April 1, 2010 you must use your new ID card. Your old CVS Caremark cards will not work after April 1, 2010. Please throw out your old insurance ID cards after April 1, 2010.

Q. What pharmacies are in the Navitus network?

A. In most cases, you will be able to continue to use your current pharmacy. There are over 54,000 pharmacies in the Navitus network. You can search for participating Navitus pharmacies at www.navitus.com. Use the Find a Pharmacy tool. If the pharmacy you currently use is not listed, please contact Navitus Customer Care at 1-866-333-2757. Customer Care representatives can tell you whether your current pharmacy is participating with Navitus.

Q. How do I refill an existing prescription at my retail pharmacy?

A. After April 1, 2010 you can inform your pharmacy that Andrews University is using a new PBM and present your new ID card. This can be done when you fill your prescription. Make sure you inform all pharmacies of the change, if you or your family members utilize more than one pharmacy. Please note that as long as your current prescription has refills available you will be able to obtain your prescription. You will also need a new prescription if you no longer have refills available.

Q. How do I obtain a new prescription at my retail pharmacy on or after April 1, 2010?

A. Present your new insurance ID card at the network pharmacy. This contains information about your pharmacy benefit. Present the card along with your new prescription when you go to the retail pharmacy.

Q. What if my provider calls in or faxes the refill or new prescription to my retail pharmacy?

A. Beginning April 1, 2010 show your new ID card when you pick up your prescription. Your new insurance card contains information about your pharmacy benefit. If the retail pharmacy uses old information, please ask them to input your new information and re-run the claim.

Q. How do I transfer my existing mail order prescription on or before April 1, 2010?

A. The current mail order vendor, CVS Caremark, will not transfer the original prescription to the new vendor. WellDyneRx mail order pharmacy must have a new prescription to fill. You will need to have your prescriber write a new prescription for the rest of your current prescription. Then follow the same instructions below for the question "How do I use the mail order prescription service for new prescriptions?"

Q. What is a maintenance medication?

A. A maintenance medication is one that is prescribed to you by your physician for treatment of a long-term condition or illness, for example, blood pressure, high cholesterol. Drugs that are prescribed to treat short-term conditions (for example, antibiotics) are not considered maintenance drugs.

Q. How do I fill a maintenance medication?

A. All maintenance drugs must be obtained through the WellDyneRx Mail Service Pharmacy. See below for details. You will be allowed to fill up to three 30-day





supplies of a new maintenance drug at a retail pharmacy to make sure that you are receiving the proper medication and dosage. After that time, you will be required to fill your mail order prescriptions with WellDyneRx. If you do not fill your prescription through the WellDyneRx Mail Service Pharmacy after the required timeframe, you will have to pay the full price of the prescribed medication.

Q. How do I use the mail order prescription service for new prescriptions on or after April 1, 2010?

A. Mail order service is available through WellDyneRx. They are located in Englewood, CO. You will need to obtain new prescriptions from your prescriber to allow you to get 90-day supplies of your current drugs.

You must **enroll** with WellDyneRx BEFORE submitting a mail order prescription. You may enroll one of the following ways:

- **By Mail:** Complete the Confidential Patient Profile AND Enrollment form. Include payment in the form of a check, money order or credit card information (Visa, MasterCard or Discover). Include your original 90-day prescription(s) and send to WellDyneRx in the envelope attached to the brochure.
- **Online:** Before going online to register, you will need to contact WellDyneRx at 1-866-490-3326 to obtain your unique user ID. User IDs are assigned for each member covered under your plan. Visit www.WellDyneRx.com and click on "Member Login" tab. Follow the link to register as a new member, complete and click on "Register Now" tab. You can mail the original prescription(s) or you can have your physician FAX your prescription(s) to WellDyneRx at 1-888-830-3608. Please note, WellDyneRx cannot accept prescriptions via facsimile directly from you, they must come from your physician.

WellDyneRx Customer Service representatives can be reached for assistance by calling **1-866-490-3326**. They are available from 9 a.m. to 9 p.m. Eastern Standard Time, Monday through Friday and on Saturday from 10 a.m. to 2 p.m. Eastern Standard Time. TTY users should call 1-800-900-6570.

Mail order will take approximately 10 to 14 days to process. Please contact your prescriber as soon as possible to ensure plenty of time for your new prescription(s) to process. If you need a maintenance drug right away, have your prescriber complete two prescriptions. Fill one immediately at your retail pharmacy for a 30-day supply. Submit the other to WellDyneRx Pharmacy.

Once you have obtained your initial prescription through WellDyneRx, you have four options for ordering **refills**:

1. Automated refill line - Available 24/7 by calling 1-866-490-3326.
2. Internet – Sign up for online access to your mail order account by selecting Member Login on the WellDyneRx website. Once you have signed up, you can place refill orders online.
3. Direct call – WellDyneRx Customer Service representatives will be happy to place your refill order for you. Call WellDyneRx at 1-866-490-3326. Customer Service representatives are available from 9 a.m. to 9 p.m., Monday through Friday and on Saturday from 10 a.m. to 2 p.m. Eastern Standard Time.
4. Mail-in – A reorder form is provided at the bottom of every invoice sent with your WellDyneRx mail order. Complete the form and mail it to WellDyneRx to request a refill.

Q. How do I contact Navitus if I have a question regarding my pharmacy benefits?

A. Navitus Customer Care is available 24/7 to help you with any questions you may have. Navitus Customer Care Specialists consistently meet or exceed industry standards for answering and resolving incoming inquiries. The Call Center can help you find out what your copayment will be, when your refills can be ordered, if a particular drug is covered under your benefit and more. The Navitus Call Center can be reached toll-free at **1-866-333-2757**.

You may also log onto the Navitus Web site to access personal pharmacy benefit information online. Through Navi-Gate[®] for Members, you can locate a pharmacy, obtain a listing of covered medications, determine prescription costs and much more! Please call Navitus Customer Care at 1-866-333-2757 to get your login information.