



Welcome to Navitus

December 2, 2019

Dear Navitus Health Solutions Member:

The City of Hanford is pleased to announce an exciting change to your prescription drug program. **Starting January 1, 2020 your prescription drug coverage will be managed by Navitus Health Solutions.** Navitus is committed to lowering drug costs and improving health. The company provides superior customer service that builds trust and confidence. In addition, your mail order prescriptions will be offered through Navitus' mail-service partner, **Costco Pharmacy.**

**Please send mail order prescriptions to Costco Pharmacy starting on January 1, 2020.** It is easy to begin using Costco Pharmacy. Register online at [www.pharmacy.costco.com](http://www.pharmacy.costco.com). Please allow 10 to 14 calendar days from the day you submit your order to receive your medication(s).

You do not need to be a Costco member to use Costco Pharmacy.

### **Mandatory Specialty Pharmacy Program**

Navitus SpecialtyRx serves members who are taking medication(s) for certain chronic illnesses or complex diseases such as rheumatoid arthritis, multiple sclerosis, cancer and hepatitis C. To receive specialty medications through the pharmacy benefit, you will need to fill these prescriptions at Lumicera Health Services. Ordering new prescriptions through our specialty pharmacy partner, Lumicera Health Services, is simple. Just call a Patient Care Specialist at 855-847-3553 to get started. They will work with you and your prescriber to get your prescription set up.

Starting on January 1, 2020 you can go online to find information specific to your plan. You can do this on the secure member portal. Visit [www.navitus.com](http://www.navitus.com) and select "Portal Login." Look for the "Member Portal" option and click "Login." You will need a member ID to log into the portal. Please call Navitus Customer Care to receive an individual member ID number. We can be reached toll-free at 844-268-9789.



As your new pharmacy benefits manager, Navitus looks forward to providing a high level of service, convenient tools to help lower your drug costs, and the support you need to improve your health. Please call Navitus Customer Care with questions. The toll-free number is 844-268-9789. To learn more about Navitus, please visit [www.navitus.com](http://www.navitus.com).

Sincerely,

Navitus Health Solutions