

Frequently Asked Questions

- **Who does the Navitus PBM transition impact?**

The Navitus PBM transition impacts the following:

SISC Anthem Blue Cross PPO and HMO members, SISC Blue Shield PPO and HMO members and CompanionCare members.

Exception: members on **HSA** plans with Anthem Blue Cross or Blue Shield are **NOT** impacted.

- **Does the Navitus PBM transition impact Kaiser HMO members?**

No. SISC Kaiser Permanente HMO members are NOT impacted.

- **If a member has questions, who can they call?**

Beginning March 10, 2014, members may contact Navitus at 866-333-2757. This phone number will also be listed on new ID cards.

- **What should a member do if they don't get a new card or need to order additional cards?**

Any members who do not receive a new ID card by April 2014 need to call their Medical plan member services and request new ID card(s). This is also the way to order additional ID cards, if needed.

- **When will CompanionCare members receive new Navitus prescription drug ID cards?**

In March, Navitus will mail a packet of information to each CompanionCare member.

The packet will contain information about the plan as well as the member's ID card that will be used for prescriptions.

- **What date should members (Employees, Retirees, their dependents; Companion Care Members) begin to use the new ID card:**

April 1, 2014 is the date that Navitus will replace Express Scripts. The new ID cards with Navitus WILL NOT work prior to April 1, 2014. Members need to continue to use the current ID card with Express Scripts through March 31, 2014.

- **How do members register on the Navitus' website?**

On or after April 1, 2014, (not prior) members can access the Navitus' website. Navitus will send information to members about this process. Navitus issues each person a unique ID. After the initial registration on the website, this unique member ID will no longer be required.

- **What if a member currently has remaining refills on a mail order prescription with Express Scripts?**

For PPO and HMO members: Remaining refills with Express Scripts will be transferred to Navitus. **This transition will not take place until early April 2014. *Members are encouraged to refill their mail order prescriptions with Express Scripts prior to April 2014 to avoid delays.***

For CompanionCare members (enrolled in Medicare Part D through SISC):

Due to CMS/Medicare regulations, Express Scripts and Navitus are not allowed to transition existing mail order prescriptions. ***All members on CompanionCare MUST get new mail order prescriptions.***

- **What if a member currently has a Prior Authorization (PA) with Express Scripts?**

Prior authorizations with Express Scripts will be transferred to Navitus. If a member has a prior authorization currently on file with Express Scripts, they may call Navitus on or after April 1, 2014, to confirm everything is in order. (reminder: PA's are in effect for one (1) year and must be renewed annually).

- **What if a member has a deductible plan and has already met all or a portion of the deductible through Express Scripts:**

For members on plans with pharmacy deductibles, the deductible history from Express Scripts will be transferred to Navitus. Members with questions may call Navitus on or after April 1, 2014.

- **What if a member paid for a medication out-of-pocket prior to April 1, 2014 and needs to get reimbursed through Express Scripts:**

Paper claims for reimbursement are somewhat rare. *If a member has a paper claim for a prescription filled on or before March 31, 2014, they must submit it to Express Scripts prior to July 1, 2014. Any paper claims for reimbursement submitted to Express Scripts after this date will not be paid.* If a member has a question about a paper claim for reimbursement due from Express Scripts for prescription(s) paid by the member on or before March 31, 2014, they may call Express Scripts customer service number at 800-987-5241.