



# District Council 37 Local 95 Head Start Employees Welfare Fund

## Member Webinar | June 26th, 2023

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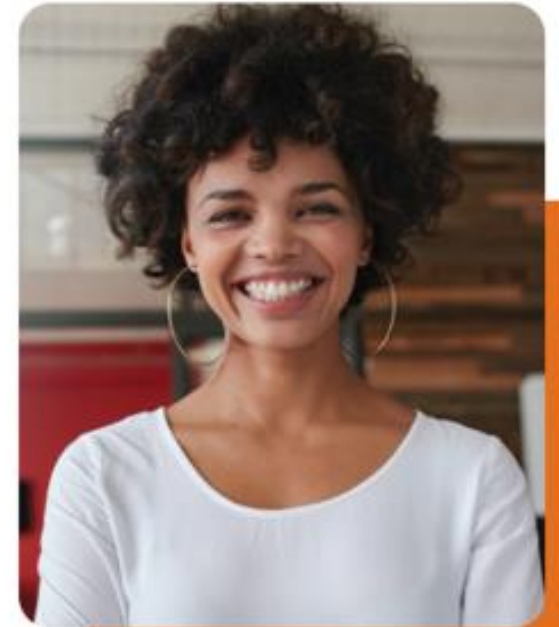
 **NAVITUS**  
Our business is personal

# Agenda

- Introductions
- About Navitus
- Member Benefits & Resources
- Customer Care & Member Applications Support
- Q&A

# Navitus – Our Mission

We exist to help people get the medicine they can't afford to live without, at prices they can afford to live with. Our Business is Personal.



Our business is  
**helping members make the  
best benefit decisions**

# Member Benefits & Resources

# Member Benefit Resources

- **CUSTOMER CARE:** 24 Hours a Day | 7 Days a Week | 1.866.333.2757 | 711 (TTY)
- **MAIL ORDER:** Birdi | 1.888.240.2211 | birdirx.com
- **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](https://navitus.com/members)



# Mail Order Pharmacy

- Patient Care Center

- Phone number for assistance: **1-888-240-2211**

- Register & Get Started

- Visit online at [www.BirdiRx.com](http://www.BirdiRx.com)
  - Select Get Started – Complete an Enrollment Form if needed on website at bottom of page.
  - You may also complete an enrollment form and mail it in

- Notifications

- Phone calls, emails, and text message notifications available
- You will receive notifications for New Prescriptions, Refill Reminders, and Shipping

- Placing Orders

- Log into mobile app or use the website at [www.BirdiRx.com](http://www.BirdiRx.com)
- Call Birdi's Patient Care Center at 1-888-240-2211 and speak with one of their Specialists.
- Call 1-888-240-2211 and press 1 to use their automated system.

The logo for Birdi, featuring the word "birdi" in a bold, lowercase, sans-serif font. The letter "i" is stylized with a horizontal bar that extends to the left and then curves back to the right, resembling a bird's tail or a stylized letter.

# Specialty Pharmacy

- Patient Care Coordinators, Nurses & Pharmacists
  - Toll-free assistance: 855-847-3553
  - 24/7 access to a clinician
- Clinical Services
  - Patient education on both the medication and the disease
  - Monitor patient adherence to drug therapy
  - Side-effect and adverse event management
  - Injection training via telephone
  - Monthly refill and education calls
- Prescriber Support
  - Single contact for specialty medications
  - Reporting (adherence/adverse event reports and Prior Authorization support)





# Formulary

- Designed to provide the best value to the member and employer
- Tier 1: includes most low-cost, high-value generics and select brands that provide high clinical value.
  - These products are the lowest-net cost for the plan and the lowest copayment for the member
- Tier 2: includes preferred brands and select generics that are less cost effective
- Tier 3: includes non-preferred brands and generics that provide the least value because of high cost or low clinical value, or both
- The 'Complete Formulary' is a comprehensive listing (~218 pages) where as the 'Quick Reference Formulary' is a listing of more commonly searched for medications and is useful to bring with to Doctor appointments

# Saving Money on Your Prescription Drug Costs

- Consider a Less Expensive Generic
  - Generic medications are just as effective as brand-name drugs, yet often only a fraction of the cost.
  - If you are taking a brand drug, ask your provider if a generic alternative is appropriate.



# Saving Money on Your Prescription Drug Costs

## Take Advantage of 90-Day Refills

- Ask your provider if your maintenance medication can be filled every 90 days instead of every 30 days.
- 90-Day refills can be filled at your retail pharmacy or through Birdi Mail Order.

## Compare Prices

- Utilize the Navitus App or Navitus Member Portal to compare prices at pharmacies in your area.
- CVS and Walmart are excluded



District Council 37 Local 95 Head Start Employees  
Welfare Fund

Effective Date  
January 2023

Benefit Type  
Navitus Traditional (3-Tier)

Days Supply Dispensed			
Participating Pharmacy			Up to 90 Days
Mail Order			Up to 90 Days
Benefit Structure			
Tier Level	Retail Pharmacy	Mail Order	Applies to Out-of-Pocket Maximum
Tier 1	\$10 copay	\$30 copay	YES
Tier 2	\$25 or 25% whichever is greater	\$75 or 25% whichever is greater	YES
Tier 3	\$50 or 25% whichever is greater	\$150 or 25% whichever is greater	YES
Annual Out-of-Pocket Maximum			
Individual Maximum			\$2,500
Family Maximum			\$5,000

District Council 37 Local 95 Head Stat Employees Welfare Fund **urges employees to use generic drugs when a generic is available. If you or your physician specifies that you use a brand name drug, you will pay the appropriate coinsurance plus the difference in cost between the brand and generic. Penalty payments do not count toward the Annual Out-of-Pocket Maximum.**

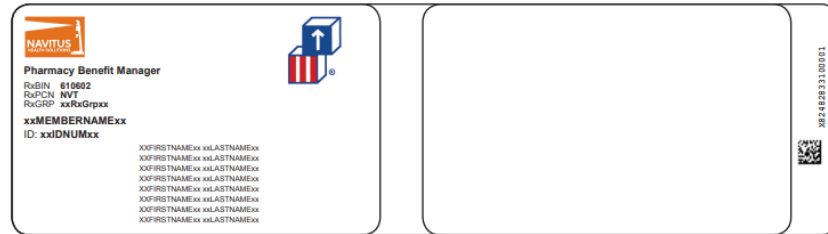
Tier 1:	All covered generics and some lower-cost brand products
Tier 2:	Preferred brand products
Tier 3:	Non-preferred brand products



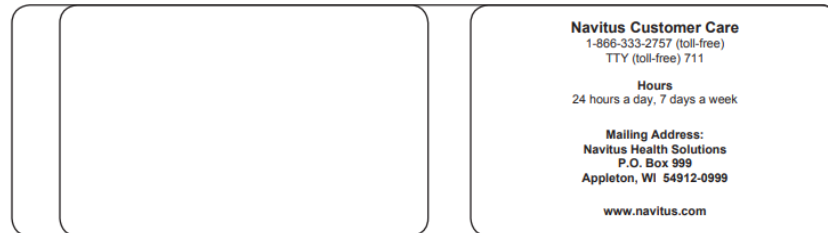
# Member Benefit Resources – ID Cards

- Members receive an ID card and benefit brochure mailed upon enrollment with Navitus Benefits.
- A sample of the ID card is depicted.
- Phone Number for Customer Care found on back of the card:

Card Front



Card Back





# Customer Care & Member Applications Support



# Dedicated Customer Service & Support Through Apps

- ✓ Customer Care Agents available to assist with your specific questions.

## With Navitus Benefits, you:

- ✓ Receive dedicated support from customer care agents 24/7/365
- ✓ May review and research benefit information through the member portal and mobile app benefit support tools

## Have access to:

- ✓ Drug Search Tool
- ✓ Cost Compare Tools & Pharmacy Search Options
- ✓ Access your member ID Card & Request a Replacement Card



# Navitus Customer Care

## Agents are Available 24/7

- Navitus Customer Care agents are available to assist with general pharmacy benefit questions or concerns:
  - Drug Questions and Coverage
  - Member Portal and Mobile App Registration
  - Processing Information
  - Prescription Cost Questions or Concerns
- Customer Care agents will initiate the process to provide interpreting services when needed to assist in translation between members and Customer Care agents. Agents can warm transfer to Lumicera if needed.
- Call Navitus Customer Care at **(866) 333-2757**
  - ✓ This Number is also located on your Member ID Card





# Member Portal

- Log in to Navitus' secure member portal through [www.navitus.com](http://www.navitus.com) or at [www.navitus.com/members](http://www.navitus.com/members) to search:



Cost  
Information



Medication  
History



Pharmacy  
Search



Drug  
Search



Drug Side Effect and  
Interaction Search

- Formulary listings
- Self-Service Section with commonly used forms, such as DMR (Direct Member Reimbursement Form).
- call the number on the back of your pharmacy ID card for more information or assistance with registration

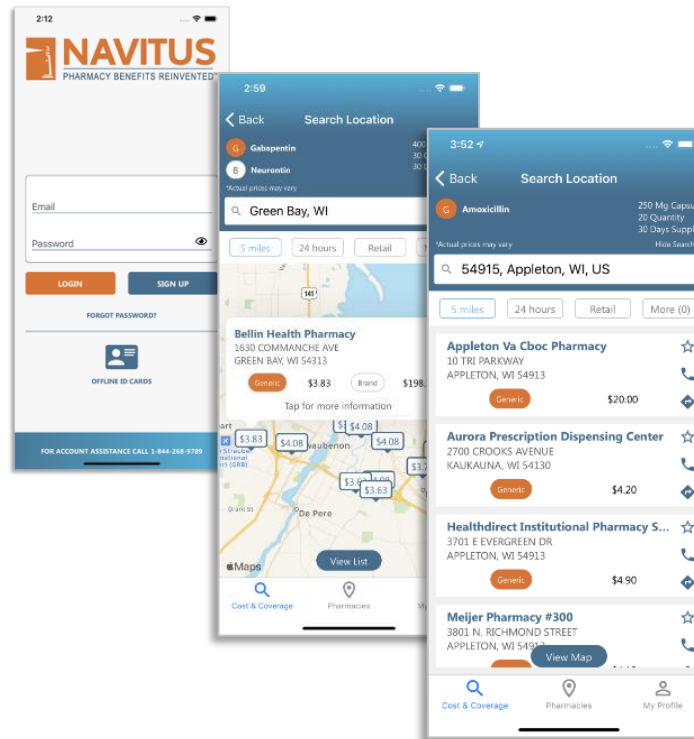


# Member Portal Features

## Member Digital Tools

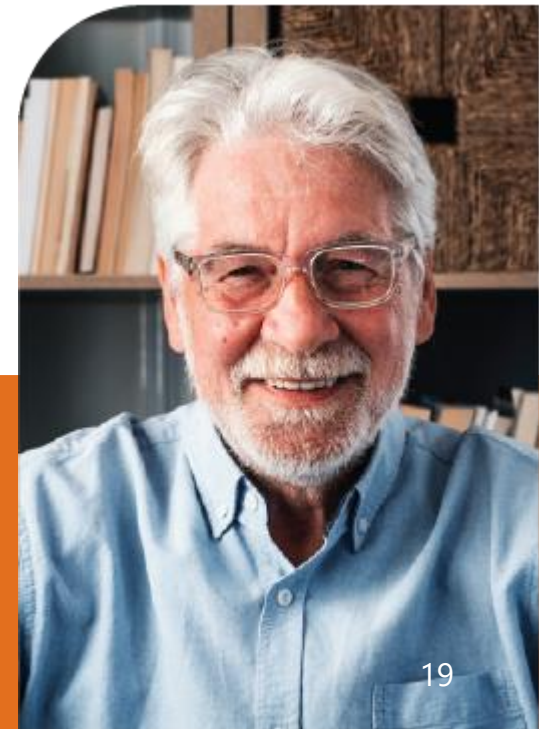
### Features:

- Simple Registration
- Drug Search
- Cost Compare
- Pharmacy Search
- Favorite Pharmacies
- Member ID Card



# How to Register for Member Portal Access

- Go to [memberportal.navitus.com](https://memberportal.navitus.com). Click “Register Now” and enter your contact information.
- **Provide your membership information** - If you select “I don’t know my member ID”, OR if the Member ID entered does not match the First Name, Last Name and Date of Birth entered, then you will be taken through a few simple questions to validate your information.
- **Receive email verification and activation** - A verification link will be emailed to you within five minutes. If you do not see the email in your inbox, refresh your inbox or check your spam folder. Note: the verification link expires in exactly one hour. Open the verification email and click “Activate Navitus Account”.
- **Create an account** - Set up a password to create your account. For your security, your password must be at least eight characters and include a lowercase and uppercase letter, a number and a symbol. You will then be taken to the sign-in page



# Member Portal Registration Tips

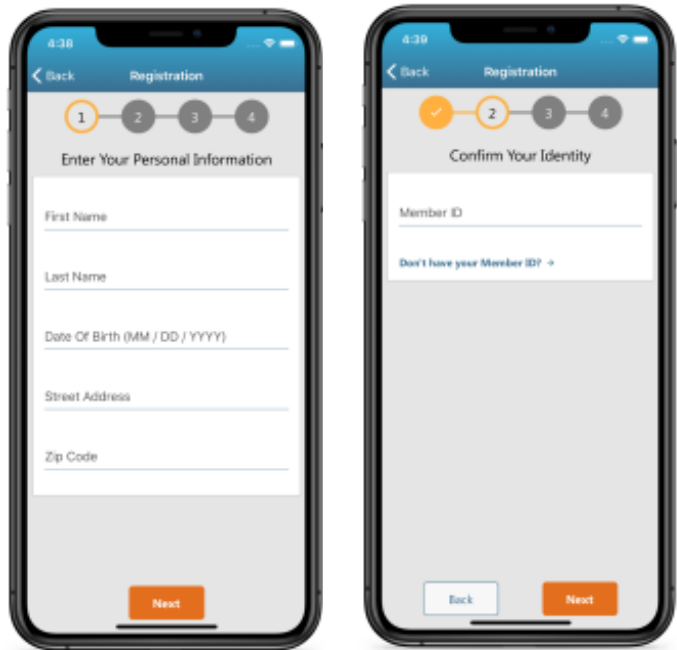
## ■ Get started today!

- Current members registered with an older version of the member portal must register for the new portal.
- If you are registered for other Navitus applications, you may be able to use the email and password associated with that tool.
- A message will inform you if your email is already registered. Your plan must be effective before your member portal will be active.

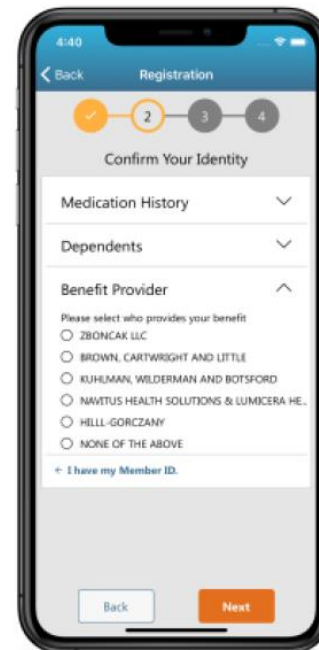


# Navitus Mobile App

Your Benefits At Your Fingertips On Your Mobile Device.



Registration – Path 1

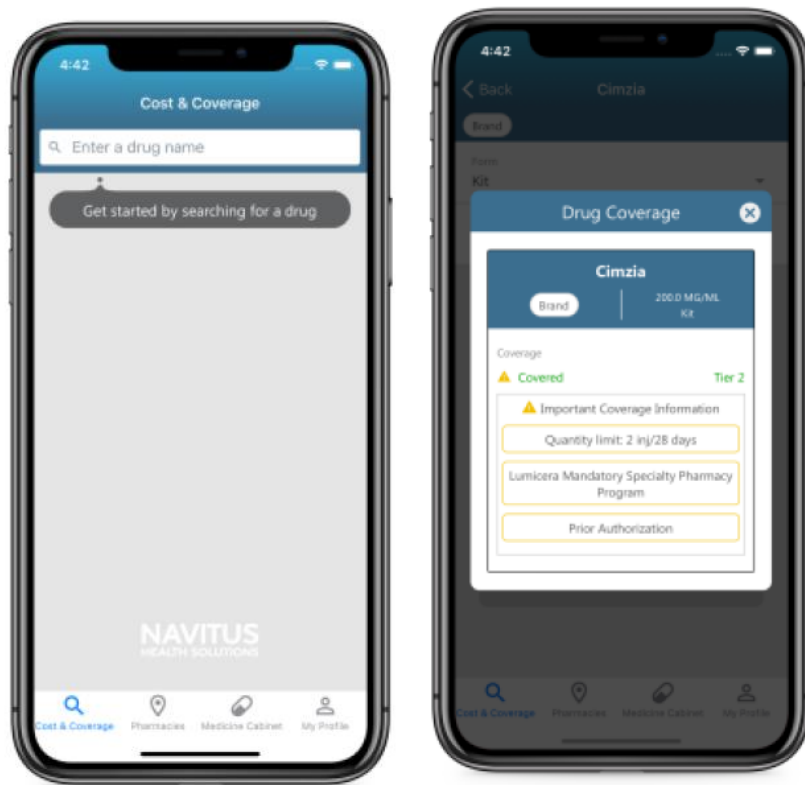


Registration – Path 2

**Registration** - Members can proceed without their ID by using the "Don't have your Member ID?" link. They will be asked a series of questions about their coverage to verify their identity.

# Navitus Mobile App

## Drug Search

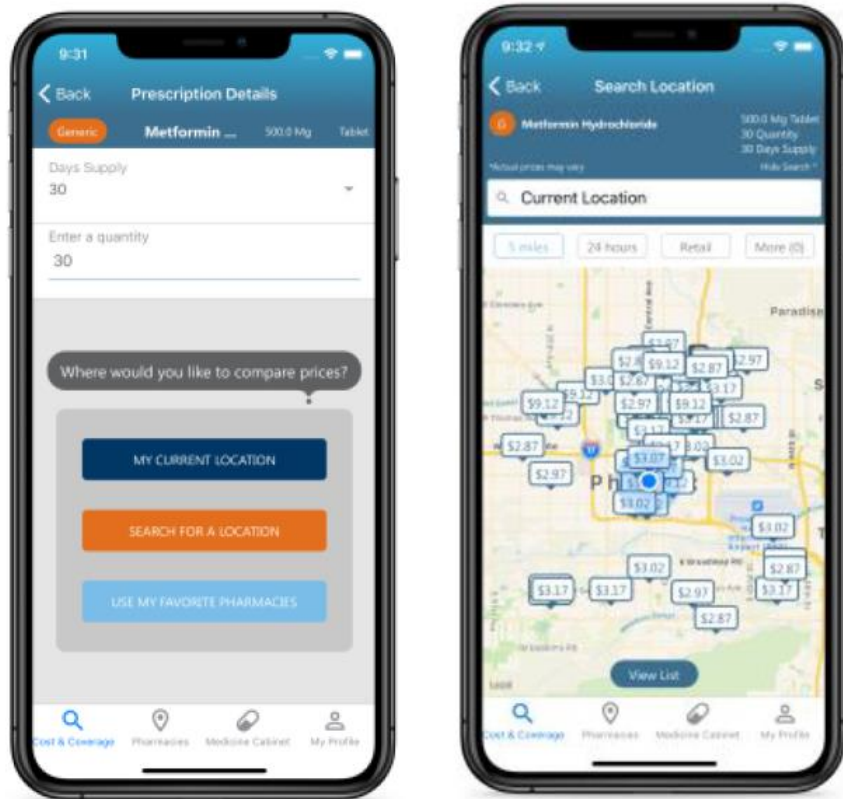


Members can use this feature to search for a drug and check if it is covered by their plan.

1. **Search for a drug**
2. **Select a form** (Tablet, Injection, Syrup, etc.) and **strength** (10mg, 20mg, etc.)
3. **Use the “See if this drug is covered under my insurance” button** to view information about coverage
4. **Use the “Drug info” button** to view detailed information about the medication you are searching for
5. **Select “Check for the best price”** to proceed to the cost compare feature

# Navitus Mobile App

## Comparing Costs

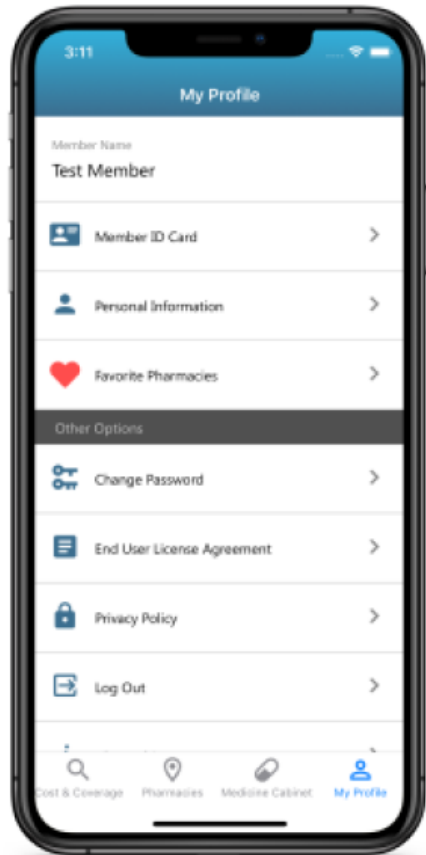


### Search for cost-effective solutions:

- Check copay prices for in-network pharmacies by:
  - Current location (GPS)
  - Favorite pharmacies
  - City, state, or address
- Compare brand and generic copay prices

# Navitus Mobile App

## My Profile



The My Profile tab includes useful information and settings for the member.

1. **Member ID Card** provides a digital copy of the physical ID each member receives to verify their coverage. The ID can also be set for offline availability.
2. **Personal Information** allows for a member to add their phone number to their account to be used for easier two-factor authentication.
3. **Favorite Pharmacies** displays the pharmacies that a member has favorited and provides access to detail information about the pharmacies.
4. **Change Password** provides a member with the ability to update their password.
5. **End User License Agreement** provides access to the titled document.
6. **Privacy Policy** provides access to the titled document.
7. **Log Out** does exactly that.
8. **About This App** displays the app version and provides a link to the relevant app store.



# Frequently Asked Questions

- Who do I contact with questions about my pharmacy benefit?
  - Navitus Customer Care **(866) 333-2757**
- Why does my medication require a prior authorization?
  - Medications that require prior authorization may have alternatives on the formulary that have similar therapeutic value and effectiveness. Please contact your prescriber to determine next steps.
- What is a quantity limit?
  - A quantity limit is the amount of a medication you are allowed to receive in a specific time frame.
  - Quantity limits follow FDA guidelines and are put in place for your safety.
- What is step therapy?
  - Step Therapy (ST) requires the trial and failure of a formulary (preferred) medication before getting coverage for the requested medication.
  - Drugs that require step therapy typically have alternatives on the formulary that have similar therapeutic value and effectiveness.

**access guidance services**

# access guidance services

## Getting Started is Easy!

1. Talk to your pharmacist to see if your drug has copay assistance. They may also be able to help you enroll.
2. If you have questions or need help signing up.  
Call our Access team at **855-847-3556**.
3. Only the amount you pay out-of-pocket will apply to your annual deductible and/or maximum out-of-pocket.



# access guidance services

## Frequently Asked Questions

- **How do I know if my drug has copay assistance?** - Visit the drug manufacturer's website to see if they have a copay program for your drug. Many high-cost brand and specialty drugs are eligible for copay assistance. Most generic drugs are not eligible.
- **Will I have to reenroll in copay assistance?** - Some programs may need you to reenroll once a year. Please contact the manufacturer or your pharmacy to confirm your continued enrollment.
- **Where can I find out more information about my plan benefits?** - You can find additional details in your Summary Plan Description (SPD) document, which is usually located in your benefit enrollment information.
- **What if I am not eligible for my medication's copay assistance program?** - If you are not eligible, call Customer Care to discuss your options. There may be other assistance programs available.

# Questions?



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