

NAVITUS SPECIALTYRX

Frequently Asked Questions

WHAT IS NAVITUS SPECIALTYRX?

Navitus SpecialtyRx is a specialty pharmacy program offered through a partnership with Diplomat Pharmacy that helps manage high-cost and injectable drugs with a focus on patient care.

Injectable drugs and other specialty medications have become a vital part of the treatment for chronic illnesses and complex diseases such as multiple sclerosis, rheumatoid arthritis and cancer. Some medications may involve special delivery and instructions that not all pharmacies can easily provide. Navitus SpecialtyRx offers high-touch patient care for these types of treatments and can help you follow your treatment and improve your health.

WHY SHOULD I CHOOSE NAVITUS SPECIALTYRX?

We apply a high-touch patient care model to keep you on track with your treatment while offering the highest standard of care. Navitus SpecialtyRx features:

- *Personalized Support* – We create a customized care plan for you. Whenever possible, we work with your insurance company to reduce your out-of-pocket costs.
- *Free Delivery* – Delivery of your specialty medication to your door or prescriber's office.
- *Refill Reminders* – We will send you refill reminders and, when necessary, call to remind you to order your medications.
- *Compassion* – We help you stay on course with your treatment to achieve better health and well-being, because we understand that taking these types of medication can be difficult and confusing.

better service.

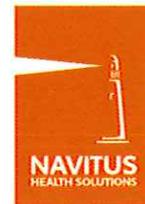
better health.

NAVITUS SPECIALTYRX
CUSTOMER CARE HOURS:

Monday – Friday
7 a.m. - 10 p.m. *Central Time*

Saturday
7 a.m. - 3 p.m. *Central Time*

Navitus Customer Care Hours:
24 Hours a Day, 7 Days a Week



WILL MY MEDICATION PLAN BE CUSTOMIZED FOR ME?

We will develop a care plan specifically for you. We provide one-on-one service with a pharmacist who will answer questions about proper use of your medications and any possible side effects. Your pharmacist will give advice to help you follow your treatment and manage your disease.

WILL I HAVE TO WORK WITH A NEW PHARMACIST EVERY TIME I CALL WITH A QUESTION?

Our pharmacists are specially trained to care for people with complex conditions. You will work with the same pharmacist or technician each time you contact the pharmacy. Your pharmacist will know you and your disease and will be able to answer any specific questions you may have about your medication.

HOW CAN I START USING NAVITUS SPECIALTYRX?

To start using Navitus SpecialtyRx, please call toll-free 1-877-651-4943. We will work with your prescriber for current or new specialty prescriptions. More information about Navitus SpecialtyRx is available at www.navitus.com.

WHICH OF MY MEDICATIONS ARE INCLUDED IN THE NAVITUS SPECIALTYRX FORMULARY?

To find out which medications are included, please look for your Navitus formulary on our secure member Website, Navi-Gate® for Members at www.navitus.com. Once you activate your account online using the Member Login link, an activation e-mail will be sent to you. You can then locate Specialty medications on your Navitus formulary, which is marked with "SP." You can also call Navitus Customer Care toll-free at 1-866-333-2757.

"It is an absolute pleasure to work with Navitus SpecialtyRx. They are our first choice unless an insurance company mandates us to another vendor. Our staff and our patients have had outstanding interactions with every member of the Navitus SpecialtyRx team, from insurance issues to stat orders, they have been remarkable. Many patients have not wanted to stray from a local pharmacy with which they have an ongoing relationship, but I have to say that none have ever been disappointed after working with Navitus SpecialtyRx.

Experienced, accountable, personable: a fantastic combination."

– Laurie Williams,
Nurse Practitioner