

New Prescription Benefit Manager

Memorial Hermann Health Plan is making a change effective January 1, 2021 to *Navitus Health Solutions, LLC* to be our new prescription benefit manager (PBM). PBM services include, but are not limited to, pharmacy claims processing, prescription drug benefit customer service and online personal prescription benefit resources.

Navitus stands alone as the industry alternative to traditional models with a strong commitment to lowering prescription costs. Navitus is a pharmacy benefit company committed to lowering drug costs, improving health, and providing superior customer service in a manner that instills trust and confidence. Visit navitus.com/about to learn more about your new prescription benefit manager.

What does this mean to you and your patients?

- All Memorial Hermann Health Plan covered Members will be mailed information about this change.
- On **January 1, 2021**, all PBM services will transfer from previous carriers to Navitus. Prescription claims history and any approved authorizations will also transfer to Navitus.
- Members will receive a new ID card from Memorial Hermann Health Plan that contains updated prescription information. It is important that the new card be provided to the pharmacy when filling or refilling prescriptions on or after **January 1, 2021**.
- Navitus' retail pharmacy network includes more than 60,000 pharmacies. Participating pharmacies can be found by searching the pharmacy locator at healthplan.memorialhermann.org/find-other-services.
- The mail order pharmacy will be changing to *Costco Mail Order Pharmacy*. On December 31, 2020, any mail order prescriptions with remaining refills will automatically transfer to Costco Mail Order Pharmacy. Members will not have to get a new prescription from their physician. However, members must register with *Costco Mail Order Pharmacy* before they can fill or request refills for mail order prescriptions. Information from the new member ID card is needed in order to register and can be done by phone, mail or online. Please note: a Costco membership is not required in order to utilize this benefit.

- Memorial Hermann Specialty Pharmacy will continue to be part of the specialty pharmacy network. However, we are also excited to add Navitus SpecialtyRx with Lumicera Health Services to our specialty network.
- During the transition period, it is recommended that all Members reach out to their physicians to obtain prior authorizations or change medications to formulary medications.
 - ✓ If the plan renewal date is prior to April 1, 2021 members who have been identified as experiencing a change, will be directly notified by Navitus. The notification will include the formulary change with specific details, formulary alternatives (as applicable) and instructions on how to work with their prescriber for any medication change or request for continued coverage.
 - ✓ Memorial Hermann will extend a transition period to these Members until March 31, 2021 to ensure they have time to work with their provider to find a formulary alternative or request an exception.
 - ✓ Please ensure your patients have reviewed the changes in the formulary to see if they are affected. This should be completed well before they run out of medication.

- Contact Information

Medicare Advantage:

- Member will dial our number 855-645-8448 and select the prescription prompt.
- Pharmacy can call 866.270.3877.

Hours of Operation: 8:00 am to 8:00 pm Monday – Sunday from October 1 – March 31 and 8:00 am to 8:00 pm Monday – Friday from April 1 – September 30th.

Commercial:

Member and Pharmacy can call Navitus directly at 855.673.6504.

Formulary Lists:

benefitplans.navitus.com/mhhp/mhhp-Employer-Plans/formulary

Memorial Hermann is confident that our customers will benefit from the change to Navitus and the quality of service they provide. If you have any questions regarding the information provided above, please don't hesitate to call Memorial Hermann customer service at 855.645.8448.