



PAHO
ATTN: Staff Health Insurance
525 23rd S, N.W.
Washington, DC 20037

Important Information About Your Pharmacy Benefit

Dear Pan American Health Organization member:

Navitus Health Solutions is proud to be your pharmacy benefit manager starting January 1, 2021. We look forward to partnering with you on your journey to better health by providing you with robust support and personalized care. That's why we have reinvented your pharmacy benefits to work smarter and give you:

- **Clarity** to help you better understand your pharmacy benefits, access your prescriptions and improve your health
- **Guidance** to help you take medications correctly and get the care you need
- **Peace of mind** knowing that our pharmacists and clinicians are on your side every day

Plus, we know that when you're healthier, you're happier too. To start, you can:

Get Prescriptions

Enclosed is your pharmacy benefit ID card and helpful information about your benefits. Please remove your card and present it at the pharmacy whenever you fill a prescription.

Log In

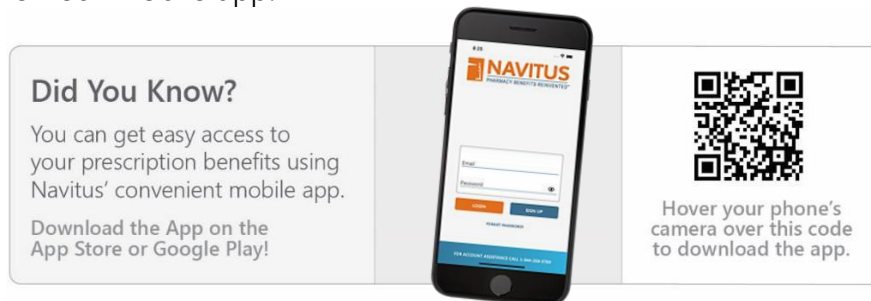
After your effective date, you can log in to your member portal at www.navitus.com/members. You will have easy access to the tools you need to make the most of your prescription benefits, including our pharmacy locator, cost compare tool and educational resources to help you manage your health.

Call

If you have questions, you can contact Customer Care 24 hours a day, 7 days a week. They can be reached toll-free at **1.844.268.9789**. Our knowledgeable team can help answer your benefit questions and advise you on how to take your medications correctly. They can also help you get additional care if needed.

Download the Navitus App

Access your benefits, locate a nearby pharmacy, view and manage your medications and more — all on our mobile app.



Additional Benefit Information

Mail Order Pharmacy

Please send mail order prescriptions to Costco Pharmacy starting on January 1, 2021.

It is easy to begin using Costco Pharmacy. You can register online at 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.

Specialty Pharmacy

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 1.855.847.3553 to get started. They will work with you and your prescriber to

get your prescription set up.

Member Portal

Starting on your effective date, you can go online to find information specific to your plan. To begin, use your pharmacy benefit ID number to log into the secure member portal. Visit www.navitus.com and select "Portal Login." Look for the "Member Portal" option and click "Login."

You can access your formulary from the member portal. Simply click on "Formulary" on the left side of the page. The formulary shows the drugs that are covered under your plan.

We look forward to serving you on your journey to better health.

Sincerely,

Navitus Health Solutions