

Share a Clear View



VANDERBILT
UNIVERSITY

Vanderbilt University

PHARMACY BENEFIT



Share a Clear View



NAVITUS CUSTOMER CARE

HOURS:

24 Hours a Day | 7 Days a Week

866-333-2757 (toll-free)

TTY (toll-free) 711

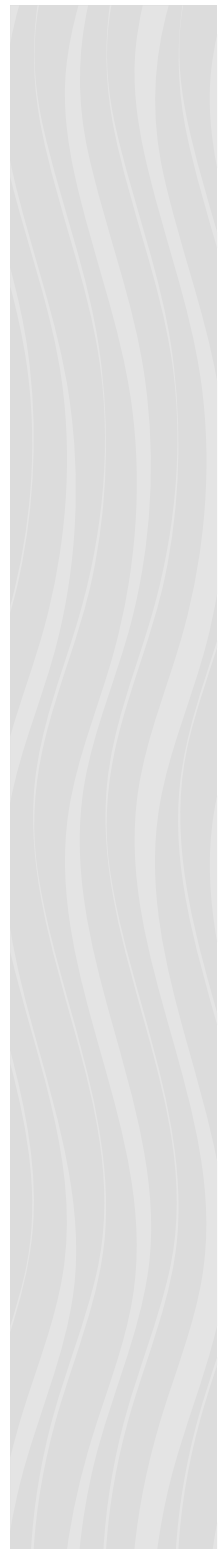
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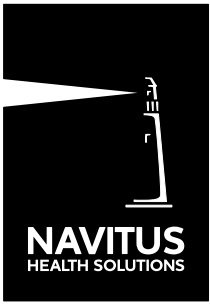
Navitus Health Solutions

P.O. Box 999 | Appleton, WI 54912-0999

WEBSITE:

www.navitus.com





YOUR PHARMACY BENEFIT

Welcome to Navitus Health Solutions, the pharmacy benefit manager for Vanderbilt University. We're committed to lowering drug costs, improving health and delivering superior service. This booklet contains important information about your pharmacy benefit.



VANDERBILT
UNIVERSITY

We look forward to serving you!

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PHARMACY BENEFIT SCHEDULE

BENEFIT EFFECTIVE DATE

August 1, 2014

BENEFIT TYPE

Multi-level formulary with Mandatory Generic

DAYS SUPPLY DISPENSED

Vanderbilt Outpatient Pharmacies

Up to 30 or
up to 90 Days

Network Retail Pharmacy

Up to 30 Days

Vanderbilt Mail Order

Up to 90 Days

BENEFIT STRUCTURE

Drug Level	Vanderbilt Pharmacy (up to 30 days)	Retail Network Pharmacy (up to 30 days)	Vanderbilt Mail Order/ Pick Up (up to 90 days)
Maintenance Generic*	\$1 copay	\$15 copay	\$3 copay
Level 1	\$5 copay	\$15 copay	\$15 copay
Level 2	30% coinsurance w/\$50 max	50% coinsurance w/\$75 max	30% coinsurance w/\$125 max
Level 3	50% coinsurance w/\$75 max	70% coinsurance w/\$100 max	50% coinsurance w/\$225 max
Specialty	10% coinsurance w/\$100 max	<i>Not available</i>	<i>Not available</i>

*Limited list - please see formulary

ANNUAL OUT-OF-POCKET MAXIMUM

Individual Maximum \$2,500 Family Maximum \$5,000

ADDITIONAL COVERAGE INFORMATION

- Maintenance Generics available at Vanderbilt outpatient pharmacies include a limited list of drugs for chronic health conditions. Contact Navitus Customer Care toll-free at 866-333-2757 for the list.
- Vanderbilt University encourages members to use generics when a generic equivalent is available. If you or your physician choose a Navitus formulary brand name drug instead of the generic equivalent, you will pay a higher amount of the cost. Refer to the Vanderbilt Health Plan Summary Plan Description for details.

INFERTILITY BENEFIT

The Infertility Pharmacy benefit allows a \$10,000 Lifetime Pharmacy Benefit Maximum and \$5,000 Annual Benefit Maximum. Members will pay a 50% co-insurance until the \$5,000 annual benefit maximum is met. Members continuing on the Infertility medications after maximums are met will pay 100% of the drug cost.

RXCENTS (TABLET SPLITTING)

This program is part of your pharmacy benefit and is voluntary. This program allows members to pay only one-half of their usual copay for certain drugs. More information can be found in your member booklet.

MAIL ORDER/PICK UP SERVICE

The optional Mail Order/Pick Up Service allows you to receive up to a 90-day supply of medications mailed to your home or available for pick up at one of the Vanderbilt Pharmacies. This convenient service is offered through Vanderbilt Pharmacies only.

SPECIALTY PHARMACY

Vanderbilt Specialty Pharmacy helps members who are taking medications classified as “Specialty” for chronic illnesses or complex diseases by providing services that offer convenience and support. Specialty drugs are available only through Vanderbilt Pharmacies.

EXCLUSIONS

- Allergy serums
 - Cosmetic products, except for acne medications up to age 35
 - Nutritional supplements
 - Most medical devices
 - Diet medications
 - Erectile dysfunction medications
 - Some medications may require you to meet certain medical criteria for the health plan to approve coverage
-

FILLING YOUR PRESCRIPTION



Filling Your Prescription at a Network Pharmacy

The first step to filling your prescription is deciding on a participating pharmacy. In most cases, you can still use your current pharmacy and you will get the best price at the Vanderbilt outpatient pharmacies. There is a complete list of retail pharmacies on our website, www.navitus.com.

Using Your Pharmacy Benefit ID Card

Your new pharmacy benefit ID cards were mailed to you separately. Remove and keep your ID cards for use at the pharmacy. You'll need them each time you fill your prescriptions. The cards contain information the pharmacy needs to process your prescription. To determine your copayment before going to the pharmacy, consult your Pharmacy Benefit Schedule or call Navitus Customer Care toll-free at 866-333-2757.

Receiving Your Medications through Mail Order

Mail order service offers an easy way for you to purchase a 90-day supply of your long-term or maintenance medications. The prescriptions can be mailed to your home or picked up at the Vanderbilt Pharmacy of your choice. For more information on how to start the mail order service, please call the Vanderbilt Pharmacy mail order service at 615-875-0078 or Navitus Customer Care at 866-333-2757. More information is also provided in the mail order section included in this booklet.

Submitting a Claim

You may need to request reimbursement for prescriptions that you have filled and paid for yourself. To submit a claim, you must provide specific information about the prescription, the reason you are requesting reimbursement, and any payments made by primary insurers. Complete the appropriate claim form and mail it along with the receipt to:

Navitus Health Solutions
Operations Division - Claims
P.O. Box 999,
Appleton, WI 54912-0999

Claim forms are available at www.navitus.com or by calling Navitus Customer Care.

MAIL ORDER



Getting your Drugs through Mail Order

Vanderbilt provides your mail order prescriptions through the Vanderbilt Pharmacy mail order service. Medications available through mail order include prescriptions covered as part of your pharmacy benefit. Mail order service is recommended for maintenance (long-term) medications only. For medications needed on a short-term basis (for example, antibiotics for short-term illness), using a retail pharmacy is recommended.

IT'S EASY TO START:

First, you need to register for mail order service. There are three ways to register:

- For convenient, 24/7 access, visit the Vanderbilt Pharmacy website(www.mc.vanderbilt.edu/mailorderpharmacy) to complete and e-mail an enrollment form,

-
- Call the Vanderbilt Pharmacy mail order service at 615-875-0078 to have a form faxed or mailed to you, or
 - Call Navitus at 866-333-2757 to have a form mailed to you.

You will be required to send an original prescription or have your health care provider fax or call in a prescription directly to the Vanderbilt Medical Center East Outpatient Pharmacy to begin this service. Please begin this process three weeks prior to needing your medication.

Obtaining Refills

Once you have received your first prescription via mail order, refills can be ordered using any of the following methods:

ONLINE: www.mc.vanderbilt.edu/mailorderpharmacy

CALL 615-875-0078

MAIL Mail completed re-order forms to:
Vanderbilt Pharmacy
Mail Order Service
C/O: MCE Pharmacy
Medical Center East, Room 1006
1215 21st Avenue South
Nashville, TN 37232

FAX 615-875-0077

Refill orders should be placed three weeks prior to when the medication will be needed.

Prescriptions cannot be mailed to locations outside the United States, with the exception of U.S. Territories, protectorates and military installations.

FREQUENTLY ASKED QUESTIONS



What is Navitus?

Navitus Health Solutions is your Pharmacy Benefits Manager (PBM). A PBM directs prescription drug programs and processes prescription claims by negotiating drug costs with manufacturers, contracting with pharmacies and building and maintaining drug formularies. These cost-saving strategies will lower drug costs and promote good member health.

What is a Pharmacy Benefit Manager?

Whom do I contact with questions about my pharmacy benefit (such as preferred drug list, claims, participating pharmacies, etc.)?

Your preferred drug list, list of participating pharmacies and other information about your pharmacy benefit can be found on www.navitus.com. You can also call Navitus Customer Care toll-free at 866-333-2757 with questions about your pharmacy benefit.

Where can I find my formulary? You can call Navitus Customer Care toll-free at 866-333-2757 with questions about your formulary or look online at www.navitus.com.

Can I use my health plan card to fill prescriptions at my pharmacy? No, you are required to present a Navitus ID card to the pharmacy when you fill a prescription. Your ID cards were mailed to you separately. You can request replacement cards from Navitus by calling Customer Care toll-free at 866-333-2757.

Whom do I call to change my ID card information or request additional cards? Please call Navitus Customer Care toll free at 866-333-2757 if any information on your ID card needs to be changed. We will mail you a new ID card, and you should receive it within 7-10 calendar days from the date of your request.

When can I refill my prescription? Your prescription can be refilled when approximately 66% of the mail service prescription and/or 75% of the retail prescription has been taken.

How do I use the Navitus SpecialtyRx program? Vanderbilt Pharmacy offers specialty pharmacy services with the highest standard of care. You will receive one-on-one service with skilled pharmacists who will answer questions about side effects and give advice to help you stay on course with your treatment. With Vanderbilt Pharmacy, your specialty pharmacy medications and any needed supplies may be mailed directly to your home by UPS or local courier service. Emergency, weekend and same day medication deliveries are also available with shipping charges.

**What is
Coordination of
Benefits (COB)?
How are my COB
claims processed?**

Coordination of Benefits takes place when you have prescription coverage under Navitus and another policy. If that policy is your primary coverage and Navitus is your secondary coverage, your claims are submitted to your other policy first, and Navitus covers the remaining cost of covered medications up to the allowed amount. At the pharmacy, prescriptions are paid under your primary insurance. To be reimbursed for your secondary coverage, you must complete a reimbursement form and submit it to Navitus. Reimbursement forms are available on the Navitus Web site, **www.navitus.com**, or by calling Navitus Customer Care toll-free at 866-333-2757.

**How do I make a
complaint or file
an appeal?**

When you have a concern about a benefit, claim or other service, please call Navitus Customer Care toll-free at 866-333-2757. Our Customer Care Specialists will answer your questions and resolve your concerns quickly.

If your issue or concern is not resolved by calling Customer Care, you have the right to file a written appeal with Navitus. Please send this appeal, along with related information from your doctor, to:

MAIL

Navitus Health Solutions
Attn: Appeals Department
P.O. Box 999
Appleton, WI 54912-0999

FAX

Navitus Health Solutions
855-673-6507
Attn: Appeals Department

COMMON TERMS

**Copayment/
Coinsurance** Refers to that portion of the total prescription cost that the member must pay.

Formulary A list of drugs that are covered under your benefit plan. The drugs on your formulary are chosen for your formulary by an independent group of doctors and pharmacists. These experts evaluate drugs based on effectiveness, side-effects, potential for drug interactions, and cost. Drugs that are both clinically sound and cost effective are added to your formulary.

**Generic
Equivalent** A drug that has the same Medicine (chemically identical to their branded counterparts) and has the same expected results as the brand name drug as set forth by the Food and Drug Administration (FDA). For more information about generics, please visit the following FDA website: <http://www.fda.gov/drugs/resourcesforyou/consumers/questionsanswers/ucm100100.htm>

Generic Drugs Prescription drugs that have the same active ingredients, same dosage form and strength as their brand-name counterparts.

**Over-the-
Counter
Medication** A drug you can buy without a prescription.

**Prescription
Drug** Any drug you may get by prescription only.

**Prior
Authorization** Approval from Navitus for coverage of a prescription drug.

**Specialty
Drug** Drugs, such as self-injectables and biologics, typically used to treat patients with chronic illnesses or complex diseases.

Share a Clear View



Voice your feedback, concerns or complaints or report errors regarding your prescription drug benefit. We welcome your input and want to hear and act on this information with a polite and quick response. Ensuring quality and safe care, correcting errors, and preventing future issues are top priorities.

Navitus does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material interpreted or in an alternative format, or need assistance using any of our services, please contact Navitus Customer Care at 866-333-2757 (toll-free) or 711 (TTY).

Vanderbilt University C/O Health Plan Human Resources
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