

What to do if your prescription is denied

If your prescription has been denied:

- 1) **Contact Navitus, the number is on the back of your medical card, to find out why.**
- 2) Inform your provider that your prescription **requires a prior authorization or step therapy.**
Your provider has access to the Navitus Formulary online, along with the pertinent forms he/she will need to file a prior authorization **or step therapy information, etc. Navitus can also assist/guide your provider through any of these processes.**
- 3) Once the **required form/s are completed and** submitted to Navitus, Navitus will inform you of the outcome. Please keep in mind that until Navitus receives information from your provider, Navitus will not be able to take further action.
 - a. Urgent reviews are usually completed in 24 hours
 - b. Non-urgent reviews are usually completed in 48 hours

If your request has been denied, you have the option of filing an appeal/grievance, please refer to your benefit coverage information or contact Navitus Customer Care to verify whether your request is eligible for appeal through Navitus. Some requests, such as coverage of plan exclusions, (like cosmetic drugs) may not be eligible.

If your appeal/grievance request is eligible for review, you have the right to file a written appeal/grievance with Navitus Health Solutions. A request in writing, from your provider, with chart documentation supporting the request would need to be received by Navitus for a complete, fair review of your request. This chart documentation will need to include the specific side effects or ineffectiveness with the use of the covered alternatives that you have tried.

Any and all documentation that is available should be submitted with the initial request. Please send your appeal/grievance, along with any pertinent information from your physician to:

Navitus Health Solutions

Attn: Appeals/Grievance Coordinator - P.O. BOX 999 - Appleton, WI 54912-0999

Fax: (855) 673-6507

Within seven days of Navitus' receipt of your request, you will receive a letter from a Navitus Appeals / Grievance Coordinator acknowledging receipt of the request. You will be notified in writing of the outcome of the review within thirty (30) calendar days of receipt of your request.