

# Provider Bulletin



## News and Information

Nov. 10, 2023

### UCare Selects Navitus Health Solutions As New Pharmacy Benefit Manager for 2024

Beginning Jan. 1, 2024, UCare will transition to a new Pharmacy Benefit Manager (PBM), Navitus Health Solutions. Navitus will process pharmacy claims, perform first-level prior authorization reviews, manage the pharmacy network and manage the Pharmacy Help Desk for all UCare plans.

UCare will continue to handle all provider calls via the Provider Assistance Center, all customer service calls for UCare members, and appeals and grievances.

#### Prior Authorizations

UCare will honor all active prior authorization approvals previously approved by Express Scripts through their expiration date.

Beginning Jan. 1, 2024, providers may submit electronic prior authorizations to Navitus Health Solutions through the ePA options below:

- CoverMyMeds: <https://www.covermymeds.com/main/prior-authorization-forms/navitus/>
- Surescripts: <https://providerportal.surescripts.net/ProviderPortal/login>

Providers also have the option to submit prior authorization requests to Navitus Health Solutions via phone or fax at the numbers below:

- Navitus Prior Authorization Phone: 1-833-837-4300
- Navitus Prior Authorization Fax: 1-855-668-8552 (Medicare and Dual plans)  
1-855-210-5963 (Individual and Family Plans)  
1-855-668-8553 (Medicaid)

#### Mail Order Pharmacy Change

Beginning in 2024, UCare is teaming up with Costco Mail Order Pharmacy (<http://pharmacy.costco.com/>) as its mail order pharmacy. Members don't need to be a Costco member to use this service. Members will need to create a Costco Mail Order Pharmacy patient profile before they can begin filling their prescriptions. Members may ask providers to send their prescriptions to Costco Mail Order Pharmacy in 2024.

#### ID Cards

All UCare members will be receiving a new Member ID card for 2024 with new pharmacy billing information. Members are advised to bring their new ID cards to the pharmacy to ensure proper billing of their prescription claims.

#### Member Communications, Formulary Changes and Network Updates

UCare Medicare, Individual and Family, and Medicaid members received notice of this PBM change in early October. There will be minor formulary and pharmacy network modifications for 2024. UCare will notify members by mail if they are impacted by a formulary or network change and will guide them through any actions they need to take.

Additionally, UCare has also launched a [Pharmacy Benefit Manager change web page](#) to answer frequently asked questions and provide further information to UCare members.

## Questions?

Providers with questions are encouraged to:

- Visit the UCare [Provider Pharmacy page](#) for 2024 pharmacy information or [ucare.org/providers](https://ucare.org/providers).
- Watch for additional Provider Bulletins:
  - Pharmacy Formulary and Benefit Changes for 2024
  - Medical Benefit Drug Prior Authorization for 2024 and Preferred Product Step Therapy Information
- Call UCare's Provider Assistance Center at 612-676-3300 or 1-888-531-1493 toll free.