



# MEMBER GUIDE

## CUSTOMER CARE

The Navitus Customer Care team is available to help 24 hours a day, 7 days a week. Our knowledgeable representatives can assist with benefit overviews, prior authorizations, medication pricing, copay assistance, and more.



**Navitus: 855-847-1025**

## SPECIALTY PHARMACY - LUMICERA

Lumicera Health Services is our specialty pharmacy for most specialty medications. If you are using a specialty drug, a Navitus representative will reach out to assist with the transition. If you have questions, please call Navitus Customer Care or Lumicera.

### Hours of Operation

Monday - Thursday 8:00 a.m. - 7:00 p.m. CST  
Friday 8:00 a.m. - 6:00 p.m. CST  
Closed weekends and major holidays.



**Lumicera: 855-847-3553**

## MAIL ORDER PHARMACY - COSTCO

For maintenance medications, you must use our preferred mail order pharmacy, Costco Home Delivery. Costco offers convenient delivery options and makes refilling your medications easy with the ability to refill by phone call, text message, or online.

To get started, go to [pharmacy.costco.com](https://pharmacy.costco.com) and click on "Get Started" to create your account.

You do not have to be a Costco member to take advantage of savings offered by this service.

### Hours of Operation

Monday - Friday 7:00 a.m. - 9:00 p.m. CST  
Saturday 11:30 a.m. - 4:00 p.m. CST



**Costco: 800-607-6861**



**[pharmacy.costco.com](https://pharmacy.costco.com)**

**QUESTIONS?**

**Contact Navitus  
Customer Care**

**855-847-1025**

**[www.navitus.com](https://www.navitus.com)**