



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 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

QUESTIONS?

**Contact Navitus
Customer Care**

855-847-1025

www.navitus.com