

Frequently Asked Questions

Q: How do I begin using the NoviXus Pharmacy Services website?

A: *Your first step is to register on the NoviXus Pharmacy Services website. Enter your last name, date of birth, gender and member ID number on the homepage and then click Register. Once you have registered, you will have the ability to order refills, view your drug history, track order deliveries and submit questions to the NoviXus Pharmacist.*

Please establish a separate online account for each eligible family member.

The information you provide is kept confidential and secure in accordance with HIPAA and other applicable state privacy laws.

If you do not wish to register online, you can also mail in the registration form included with your enrollment packet.

Q: How do I choose a user name and password for my online account?

A: *Choose login information that will be easy for you to remember. All user names and passwords must be at least 6 characters (letters or numbers) long. For security purposes, each member's user name must be unique.*

Q: I forgot my user name and/or password. How can I login to my account?

A: *Click on "Forgot Username or Password?" located on the home page of the website. You may choose either "Forgot Password" or "Forgot Username". If you are still unable to gain access to our website, please contact NoviXus Patient Care at (888) 240-2211 for assistance. Our hours of operation are Monday – Friday from 7am to 7pm, Saturday 9am to 1pm EST.*

Q: How do I update my personal information?

A: *If your name has changed, please contact NoviXus Patient Care at (888) 240-2211. You can update other information, including your address, through your online account or by updating your information on your order form.*

Q: Why can't I see my spouse's or my child's information through my online account?

A: *Because we value your security, our system identifies registered members by a unique prescription profile and stores each person's prescription medication history in his or her own secure account.*

Ordering Prescriptions

Q: How do I transfer a prescription from another Pharmacy?

A: To transfer a prescription from a retail pharmacy:

Prescriptions cannot be transferred from a retail pharmacy.

You should ask your prescriber to write a new prescription to replace each prescription you wish to have filled. You may request that your prescriber e-prescribe or fax it (print the prescriber fax form) to the mail service pharmacy number listed on the form. By law, faxed and e-prescribed prescriptions are valid only if sent from a prescriber's office.

Please note: *When we begin service to Oakland County on April 1, 2011, NoviXus will automatically transfer all prescription records from your present mail order pharmacy. So, once you register with NoviXus we will be able to refill any of your existing prescriptions that are refillable.*

Q: How do I check the status of my order?

A: *You can view order status information at any time by logging in and clicking on "Prescriptions" at the top of the screen. To check status by phone, contact us at (888) 240-2211. You should receive your order within 7-10 business days. If you have not received your prescription order within 10 business days from the time the order was placed, be sure to contact NoviXus Patient Care.*

Q: What do I do if I need an emergency prescription?

A: *If you have lost or forgotten your medication, contact NoviXus Patient Care at (888) 240-2211 during normal business hours: Monday-Friday 7am to 7pm, Saturday 9am to 1pm EST.*

Q: What medications are considered maintenance medications?

A: *Any medication that is prescribed to be taken for 3 months or longer may be considered a maintenance medication.*

Q: Can my prescriber call in my prescription to NoviXus Pharmacy Services?

A: *Yes. NoviXus Pharmacy Services can accept prescriptions by phone with the exceptions of controlled substance (Schedule 2) drugs. If your doctor has the technology to electronically prescribe medications (e-prescribe), request that yours be submitted this way or have your doctor complete the prescriber fax form which is also included in your member enrollment packet. By law, faxed and e-prescribed prescriptions are only valid if sent from a doctor's office.*

Q: What payment methods do you accept?

A: *A credit card is required for orders submitted online or through our automated prescription refill system. We accept American Express, Discover Card, MasterCard and Visa.*

*For orders submitted by mail: Include your credit card information (you only need to provide us with your credit card information one time, as we will add it to your personal profile), or you may send a check or money order made payable to NoviXus Pharmacy Services. **DO NOT SEND CASH.***

Your check or money order must include your name, your family members' names (if you are paying for their prescription orders), address, telephone number(s) and one of the following: order number, prescription number, invoice number or member ID number.

If you are mailing a check and are unsure of your cost, please refer to your plan administrator (Navitus Health Solutions) at (866) 333-2757 for specific drug cost information.

Q: Will a Pharmacist always be involved in the filling of my prescription?

A: *Yes. To ensure quality and safety, a Pharmacist is involved in both the review and the dispensing of every prescription order. If a question about your prescription order arises, a NoviXus Pharmacy Services Pharmacist will contact your prescriber.*

Q: What happens when my prescription refills expire or there are no refills remaining?

A: *NoviXus Pharmacy Services will attempt to contact your prescriber for a refill authorization on your behalf. We will notify you if we are unable to obtain this authorization or if the prescriber needs to discuss your medication with you.*

Q: Why did I receive a generic medication instead of the brand-name medication that was originally prescribed?

A: *Depending on your plan, your prescriber's wishes and what is allowed by state law, NoviXus Pharmacy Services will substitute brand-name medications with generic equivalents whenever possible. Generic medications have the same active-ingredient formula as the brand-name equivalent.*

Q: How do I order a refill of my current NoviXus Pharmacy Services prescription?

A: *Before ordering a refill, refer to the refill information that came with your previous order. You may only order your prescription refill on or after the date that appears on your refill order form.*

- 1. To refill personal prescriptions online using our website:**
 - *Login and click 'Prescriptions' at the top of the screen.*
 - *Check the green "Refill Now" box of the prescriptions you wish to refill.*
- 2. To refill personal prescriptions using our Automated Prescription Refill System:**
 - *Please call us at (888) 240-2211 and select option # 1*
- 3. To refill your personal prescriptions with a Patient Care Specialist:**
 - *Please call us at (888) 240-2211 and select option # 2*
- 4. To refill your personal prescriptions through the Mail:**
 - *Please complete the refill order form enclosed with you previous order.*

Q: My prescription drug plan has changed to NoviXus Pharmacy Services from a different mail service provider. Will my prescriptions be transferred?

A: *Your prescriptions will be transferred from your previous mail service provider. So, once you register with NoviXus we will be able to refill any of your existing prescriptions that are refillable.*

If you have any questions, please contact NoviXus Patient Care (888) 240-2211.

Shipping and Delivery

Q: Do you ensure that medications are maintained at certain temperatures?

A: *Yes. NoviXus Pharmacy Services follows strict guidelines when shipping medications that require special handling. Temperature sensitive medications are shipped using overnight delivery at no additional cost to the member.*

Q: How are prescription orders shipped?

A: *Orders are shipped free of charge, in secure, confidential and tamper-evident packaging via the U.S. Postal Service. Controlled substances require an adult signature upon delivery.*

Prescriptions can be shipped Next Business Day. If you choose Next Business Day delivery there is a \$25 charge.

Q: How soon will my prescription order arrive?

A: Allow 7-10 business days from the time you place your order. Next Business Day shipping is available for an additional charge.

Coverage, Cost and Plan Information

Q: How much will my prescription order cost?

A: Please contact your plan administrator (Navitus Health Solutions) by calling (866) 333-2757. For your convenience, we can place your credit card on file for future orders.

Q: Where can I find information regarding my prescription plan?

A: For all questions regarding your prescription benefit, contact your plan administrator (Navitus Health Solutions) by calling (866) 333-2757.

Specialty Medications

Q: Does NoviXus dispense specialty drug products?

A: NoviXus does not dispense specialty drug products including Byetta or Symlin; however, specialty drug products are available through a Specialty Care pharmacy which specializes in dispensing specialty drug products and providing enhanced patient care. You may contact your prescription benefit provider (Navitus Health Solutions) at (866) 333-2757 for information regarding specialty drug products.

Contacting Patient Care

Q: What is the phone number for NoviXus Patient Care?

A: Call NoviXus Patient Care toll free at (888) 240-2211. Our business hours are Monday through Friday 7:00 am until 7:00 pm and Saturdays 9:00 am until 1:00 pm EST. You may also send us a message through the NoviXus Pharmacy Services website using the 'Contact Us' page. After hours, all phones will roll over to a back-up pharmacy for urgent situations 24/7.

Q: Can I speak to the Pharmacist directly?

A: Call NoviXus Patient Care at (888) 240-2211 to take advantage of one-on-one Pharmacist consultations or receive answers to your questions. You may also send a question to a Pharmacist using the **Ask the Pharmacist** page on our website.