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A. My Account

1. How do I begin using the NoviXus Pharmacy Services website?

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.

2. How do I choose a user name and password for my online account?

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.

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

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 8:30am to 5pm EST.

4. How do I update my personal information?

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.

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

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

B. Ordering Prescriptions

1. How do I transfer a prescription from another pharmacy?

For prescriptions from retail pharmacies: 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.

2. How do I check the status of my order?

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 6-10 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.

3. What do I do if I need an emergency prescription?

If you have lost or forgotten your medication, contact NoviXus Customer Service at (888) 240-2211.

4. What medications are considered maintenance medications?

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

5. Can my prescriber call in my prescription to NoviXus Pharmacy Services?

Yes. NoviXus Pharmacy Services can accept prescriptions by phone with the exception 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.

6. What payment methods do you accept?

A credit card is required for orders submitted online or by phone. We accept American Express®, Discover® Card, MasterCard® and Visa®.

For orders submitted by mail: Include your credit card information or 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, member ID number.

IMPORTANT: Submitting a payment amount for a brand-name medication does not mean you will automatically receive the brand-name medication. Depending upon your health plan, you may receive its generic equivalent. If you are not sure if the medication you have been prescribed has a generic equivalent, please submit payment for the brand-name medication. If NoviXus Mail Service substitutes the brand-name medication with a generic equivalent, your account will be credited for the difference.

If you are mailing a check and are unsure of your cost, please refer to your plan administrator for specific drug cost information by calling the telephone number listed on your benefit ID card.

7. Will a pharmacist always be involved in the filling of my prescription?

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

8. What happens when my prescription refills expire or there are no refills remaining?

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

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

Depending upon your plan, your prescriber's wishes and what is allowed by state law, NoviXus Pharmacy Services will substitute generic equivalents for brand-name medications whenever

possible. Generic medications have the same active-ingredient formula as brand-name medications.

10. How do I order a refill of my current NoviXus Pharmacy Services prescription?

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.

To refill personal prescriptions online, login and click 'Prescriptions' at the top of the screen. Check the green 'Refill Now' box of the prescriptions you wish to refill.

If you do not wish to use the web site, call us at (888) 240-2211.

You can also mail your request by completing the refill order form enclosed with your previous order.

11. My prescription drug plan has changed to NoviXus Pharmacy Services from a different mail service provider. How do I order refills of my existing prescriptions from my previous provider?

In most cases, NoviXus Pharmacy Services receives member prescription files from the previous mail service provider. If so, you should see your existing prescriptions and available refills when you login to your NoviXus account.

C. Shipping and Delivery

1. Do you ensure that medications are maintained at certain temperatures?

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.

2. How are prescription orders shipped?

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

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

3. How soon will my prescription order arrive?

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

D. Coverage, Cost and Plan Information

1. How much will my prescription order cost?

Please refer to your plan administrator for specific cost information by calling the telephone number listed on your benefit ID card. For your convenience, we can place your credit card on file for future orders.

2. Where can I find information regarding my prescription plan?

For all questions regarding your prescription benefit, contact your plan administrator by calling the telephone number listed on your benefit ID card.

3. I have my prescription coverage with a Medicare Part D health plan. Can I order my maintenance medication(s) at NoviXus Pharmacy Services?

NoviXus Pharmacy Services is included in many Medicare Part D insurance plan networks. Contact your plan administrator to learn if NoviXus Pharmacy Services is included in your benefit.

E. Contacting Patient Care

1. What is the phone number for NoviXus Patient Care?

Call NoviXus Patient Care toll free at 1-888-240-2211. You may also send us a message through the NoviXus Pharmacy Services website using the Contact Us page.

2. Can I speak to a pharmacist directly?

Call NoviXus Patient Care at 1-888-240-2211 to take advantage of one-on-one pharmacist consultations.