

PHARMACY CHANGE NOTIFICATION

Commercial/Marketplace/Medicare

October 28, 2015

Dear Doctor:

As a valued FirstCare Health Plans provider, we are pleased to inform you of an exciting change in our prescription drug program. **Effective January 1, 2016, Navitus Health Solutions will be the exclusive pharmacy benefits manager for all FirstCare members.** This move simplifies and consolidates our pharmacy processes, improving our services to our members and providers. FirstCare and Navitus are committed to lowering drug costs, improving health, and providing superior customer service— instilling trust and confidence in everyone we serve. Our mail-order and specialty pharmacy vendors are also aligning under Navitus as these services will be offered through Navitus' partners NoviXus (mail-order) and Lumicera (specialty pharmacy).

How Will These Changes Affect You?

FORMULARY: The formulary has changed in 2016. Please refer to our website at www.FirstCare.com for a complete list of covered medications.

PRESCRIPTIONS: Prescribing processes continue to be the same.

- (1) Provide prescriptions directly to members.
- (2) Call or FAX to member's choice of pharmacy:
 - a. Retail
 - b. Mail-Order – NoviXus is the preferred vendor
 - c. Specialty – Lumicera is the preferred vendor
- (3) Prescription may be ordered via e-prescribing.

SPECIALTY PHARMACY: Lumicera is the exclusive pharmacy provider for FirstCare Health Plans Marketplace and Commercial Managed Care members. Lumicera specialty pharmacy has also been added to the FirstCare Health Plans Medicare Network.

PRIOR AUTHORIZATION: We have consolidated our four Prior Authorization (PA) review sites down to two. ICORE and Express-Scripts will no longer be the PA reviewer for FirstCare members. *Effective January 1, 2016, all PAs for pharmacy-dispensed medications should be submitted to Navitus.* PAs obtained and administered through a physician's office will continue to be submitted to FirstCare Health Plans.

There will only be one pharmacy benefits manager for your pharmacy inquiry, regardless of the line of business—Medicare, Medicaid/CHIP, Commercial, and/or Exchange. This will reduce confusion surrounding questions of a point-of-contact for pharmacy benefits, and Navitus's high-touch service ensures a quick response.

APPEALS: Please continue submitting appeals to:

FirstCare Health Plans
Attn: Complaints and Appeals
12940 N. Hwy 183
Austin, TX 78750
FAX: 806-784-4319

Navitus looks forward to providing you with high-quality service. To learn more about Navitus, please visit Navitus's website at www.navitus.com.

For additional questions, please contact FirstCare Health Plans at 800-884-4901, Monday through Friday 8 a.m. – 5 p.m. CST or visit us at www.FirstCare.com.

Company Name		CONTACT
Prior Authorization	Pharmacy Rx PA Navitus <i>(Rx from pharmacy)</i>	Website: https://www.navitus.com Toll free number: 855-673-6504 (Commercial/Exchange) 866-270-3877 (Medicare) 877-908-6023 (Medicaid/CHIP) FAX: 855-668-8551 (Commercial/Exchange) 855-668-8552 (Medicare) 855-668-8553 (Medicaid/CHIP) Mail: Navitus Health Solutions LLC <i>Attn: Prior Authorizations</i> 1025 West Navitus Drive Appleton, WI 54913
	Medical Rx PA FirstCare <i>(Rx from provider's office)</i>	Website: http://www.firstcare.com/en/Providers Toll free number: 800-884-4905 FAX: 800-248-1852 Mail: FirstCare Health Plans <i>Attn: Prior Authorizations</i> 1901 W Loop 289, Suite 9 Lubbock, TX 79407
Pharmacy	Mail-Order Pharmacy NoviXus	Website: www.novixus.com Toll free number: 1-888-240-2211 (Press #2), OR 877-269-1159 FAX: 877-395-4836 Mail: PO Box 8004 Novi, MI 48376-800
	Specialty Pharmacy Lumicera	Website: https://www.lumicera.com Toll free number: 855-847-3553 (Members) 855-847-3554 (Prescribers) FAX: 855-847-3558 Mail: 2601 West Beltline Highway, Suite 302 Madison, WI 53713

What are the benefits of using Lumicera for specialty pharmacy services?

Through Lumicera, your patients will receive convenient access to the following specialty services:

- **Comprehensive coordination of care** including benefits investigation, PA coordination, ongoing refill reminders, and referrals to patient assistance programs, if available
- **Direct access to pharmacists** available toll-free to answer any questions
- **Clinical programs** to monitor patient progress towards optimal treatment outcomes
- **Educational materials** and instructional guides to assist with medication self-administration
- **Free delivery** of medication to the patient's address of choice

Does Lumicera have access to all specialty medications?

No. Lumicera has access to a majority of specialty drugs available on the market; however, Limited Distribution Drugs (LDD) are only available to a select few pharmacies nationwide. Certain Limited Distribution Drugs including Ampyra, Aubagio, Tobi Podhaler, and Xolair may not be available at Lumicera and will be transferred to and filled by our preferred partner, Walgreens Specialty Pharmacy. **NOTE: All pharmacy benefit PA reviews will be processed through Navitus Health Solutions.**

NOTE: This notification does not change for FirstCare Medicaid/CHIP members, as their prescription drug benefits are already handled by Navitus.