



October 5, 2021

To: Department Benefits Representatives (DBRs)
From: HR Benefits Office on behalf of the UC Office of the President
Re: Anthem - Navitus postcard and letters announcing new Pharmacy Benefits Manager

In September 2021, the University of California sent a postcard—[2022 UC PPO Plans Pharmacy Coverage Changes](#)—to inform affected PPO members with information about the transition from Anthem IngenioRx to Navitus Health Solutions (Navitus) that will take place January 1, 2022.

No action is required to enroll in the Navitus pharmacy benefit plan and enrollment will happen automatically for anyone currently covered in a UC PPO plan.

The 2022 UC PPO Plans Pharmacy Coverage Changes postcard announcing the new pharmacy benefit manager, Navitus Health Solutions, was sent to current members in UC Care, Health Savings Plan, CORE, Medicare PPO, and High Option Supplement to Medicare on September 23 and 24, 2021.

Navitus Pre-Enrollment Website

The Navitus pre-enrollment website went live and their Customer Care team began taking calls from UC on October 1, 2021. Please visit the Navitus Pre-enrollment Website for Prospective Members: <https://benefitplans.navitus.com/university-of-california>.

Within the Pre-Enrollment website, members can:

- Access formulary and benefit information
- Compare medication prices to find the lowest-cost option
- Locate convenient network pharmacies

For the best experience, users should have the most recent version of one of the following browsers downloaded when accessing the Navitus Pre-Enrollment website:

- Chrome
- Edge
- Firefox
- Safari

Navitus Customer Care

- Navitus Customer Care is available 24/7 except on Thanksgiving and Christmas
- Non-Medicare: (855) 673-6504

At this time, Navitus Customer Care can answer general questions related to pharmacy and prescription drugs. Please note that Navitus does not yet have member information, so callers must identify themselves as a University of California employee.