

**University of California – Transition Decision Grid**  
**Updated on 04/14/22 by UC Health**

**Commercial<sup>i</sup>**

Scenario <sup>ii</sup> (Grey shading indicates scenarios included on member clinical transition letters)	Action
Noncovered drugs that are clinically appropriate to transition <sup>iii</sup>	<p>The member will receive a letter in February identifying the drug(s) affected. Members who receive this letter will be directed to contact their prescriber to switch to a covered medication. The member will receive a 3-month override, allowing them until 3/31/2022 to transition to a covered drug. Potentially, a provider could submit an authorization requesting continued coverage beyond 3/31/2022 that Navitus would evaluate.</p> <p>Another extension is offered for non-covered Rx. If members are taking Not Covered medication(s) as of 1/1/2022 and are unable to see their prescriber(s) in March to switch to a covered alternative or to initiate an exceptions request, members or their pharmacy can contact Navitus Customer Care by 4/30/2022 to request one additional 30-day supply of the Not Covered drug(s).</p>
Noncovered drugs that are <b>not</b> clinically appropriate to transition (switching from these drugs may affect therapy progress)	An override will be entered into the Navitus system, allowing the member to continue on the drug.
Drugs that require a prior authorization or step therapy <sup>iv</sup>	An override will be entered into the Navitus system, allowing the member to continue on the drug.
Drugs that will be a higher tier	The member will receive a letter in February identifying the drug(s) affected. Members who receive this letter will be directed to contact their prescriber to switch to a covered medication at a lower tier or pay the copay for the higher tier. The member will receive an override through 3/31/22 at the lower tier.
Drugs that will be a lower tier	No member action required, no member notification will be sent.
Benefit exclusion drugs	For Cosmetic products: The member will receive a letter in February identifying the drug(s) affected. The member will receive an override through 3/31/22. For Infertility products: The member will not receive a letter. No transition will be given.
Specialty drugs	Members will be on boarded by Navitus preferred pharmacy. Members will receive a letter in January if a specialty pharmacy transition is necessary.



Mail order drugs	Members will need to register with Costco Mail Order. Some prescriptions may automatically transfer for existing Mail Order users. Certain prescriptions cannot be transferred such as: Controlled medications, compounded medications, prescriptions written more than 12 months ago, or prescriptions with no refills remaining. Members can contact Costco Mail Order to confirm if their prescriptions are able to be transferred by calling 1.800.607.6861.
Noncovered, prior authorization, or step therapy drug the member is new to therapy	The member's provider will need to submit an authorization requesting coverage.
Personalized Member Transitions	<p>Commercial members for whom a Prior Authorization or Exception to Coverage request is submitted and denied will receive a call from the Navitus Clinical Engagement Center. This call will include a verbal notification of the denial decision, an explanation of the clinical rationale for the denial, and an explanation of the member's options/next steps.</p> <p>Commercial members who were previously grandfathered (which ended on 12/31/2021 with transition to Navitus) and who had filled the grandfathered drug in 2022 but have not submitted a Prior Authorization or Exception to Coverage request will receive a call from the Navitus Clinical Engagement Center. This call will include a verbal notification of drug status, an explanation of the clinical criteria, and an explanation of the member's options/next steps.</p> <p>In both scenarios above, calls began the week of 3/28/2022 and will continue through 5/31/2022.</p>

UC Care, UC HSP, CORE Customer Care:  
 24 Hours a Day | 7 Days a Week | 1.855.673.6504 | 711 (TTY)  
 \*except Thanksgiving and Christmas Day

## University of California – Transition Decision Grid

### Medicare<sup>v</sup>

Scenario (Grey shading indicates scenarios included on member clinical transition letters)	Action
Noncovered drugs	The member will receive a letter in January identifying the drug(s) affected. Members who receive this letter will be directed to contact their prescriber to switch to a covered medication. The member will receive a 30-day override, as well as an additional letter in January restating their coverage.
Drugs that require a prior authorization or step therapy	The member will receive a letter in January identifying the drug(s) affected. Members who receive this letter will be directed to contact their prescriber so that an authorization can be submitted to stay on their current drug. The member will receive a 30-day override, <b>with their first attempted fill within the first 90 days of the year</b> , as well as an additional letter in January restating their coverage.
Drugs that will be a higher tier	The member will receive a letter in January identifying the drug(s) affected. Members who receive this letter will be directed to contact their prescriber to switch to a <b>lower tier equivalent medication</b> or to submit a request to stay on their current drug <b>at the lower tier copay</b> .
Drugs that will be a lower tier	No member action required, no member notification will be sent.
Benefit exclusion drugs	The member will receive a letter in January identifying the drug(s) affected. The member will receive a 2-month override.
Specialty drugs	Members will be contacted by the Navitus Clinical Engagement Center (CEC) who will help the transition. Calls from the CEC to members started on January 7, 2022. Informational flyers on specialty drugs and mail order were included in the Welcome Kit mailed to members at the end of 2021.

Mail order drugs	Members filling 2 or more mail order prescriptions will be contacted by the Navitus Clinical Engagement Center (CEC) who will help the transition. Calls from the CEC to members started on January 7, 2022. Informational flyers on specialty drugs and mail order were included in the Welcome Kit mailed to members at end of 2021.
A drug for which the member is new to therapy	Actions will vary depending on the drug. The member may receive an override and/or the member's provider may need to submit an authorization requesting coverage.
COVID-19 Allowance	If a member is unable to see a provider before a prescription runs out and needs authorization for more than a 30-day transition supply of a medication, they can contact Navitus (the new pharmacy benefit manager) to request a longer day supply.  Subject to the U.S. Public Health Emergency duration.
Personalized Member Transitions	Medicare members for whom a Prior Authorization or Exception to Coverage request is submitted and denied will receive a call from the Navitus Clinical Engagement Center. This call will include a verbal notification of the denial decision, an explanation of the clinical rationale for the denial, and an explanation of the member's options/next steps. This program will be in place until 5/31/22.

#### UC Medicare PPO and High Option Supplement to Medicare Customer Care:

24 Hours a Day | 7 Days a Week | 1.866.270.3877 | 711 (TTY)

\*except Thanksgiving and Christmas Day

<sup>i</sup> A Commercial member could potentially receive up to 1 clinical transition letter, 1 Specialty pharmacy letter and 1 Mail Order pharmacy letter.

<sup>ii</sup> If a Commercial member is impacted by one of the drug transition scenarios (highlighted in gray), the member will receive 1 clinical transition letter, regardless of how many drugs or clinical transition scenarios the member may be impacted by. Letters for dependents, regardless of age, will be addressed and mailed to the dependent.

<sup>iii</sup> A Commercial member impacted by this drug transition scenario may have received a second clinical transition letter

<sup>iv</sup> PA drugs will be issued a lifetime override unless yearly clinical review is appropriate. Step therapy drugs will be issued a lifetime override.

<sup>v</sup> If a Medicare member is impacted by one of the drug transition scenarios (highlighted in gray), the member will receive 1 clinical transition letter, regardless of how many drugs or clinical transition scenarios the member may be impacted by.

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