



## Pharmacy Quick Reference Guide

Navitus Health Solutions is El Paso First's Pharmacy Benefit Manager for STAR/CHIP/CHIP Perinate members.

Navitus will handle **ALL** Provider (Prescriber and Pharmacy calls and is available 24/7/365 except Thanksgiving and Christmas from 8 am to 6 pm Central time) and can assist you with:

- Prior Authorizations
- Mail order/Specialty Pharmacy services
- Point of sale (POS) Claims processing
- Contracting/Credentialing

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Navitus Provider Hotline: **1-877-908-6023**

Website: [www.navitus.com](http://www.navitus.com)

Pharmacy Listing: <http://www.epfirst.com/pdf/PharmacyDirectory.pdf>

Navitus BIN# **610602** PCN: **MCD** Rx Group: **EPF**

Formulary: <http://www.txvendordrug.com/formulary/formulary-search.asp>

Preferred Drug List: <http://www.txvendordrug.com/pdl/>

Prescriptions for mail order fax: **1-866-624-5797** or call **1-866-935-5797**.

Prescriptions for Specialty pharmacy fax: **1-800-830-5292** or call **1-800-218-1488**.

Prior Authorization Fax number: **1-920-735-5312**

Clinical PA Criteria: [www.navitus.com](http://www.navitus.com) (*PDL PA edits do not apply to CHIP*)

- **To verify eligibility:** Pharmacies can call the Provider Hotline at Navitus, or call El Paso First Health Plans at **1-877-532-3778**, access our web portal, or use HealthX.
- **If a pharmacy is not complying with the 72-hour emergency fill requirement, they can be reported to the HHSC Office of Inspector General and Navitus' Networks department at 608-729-1577 for review.**