

# Navitus Contact For Immediate Assistance

## CUSTOMER CARE

For first call resolution, call  
**855-847-1025**

Customer Care is your one stop shop to resolve questions and concerns with:

- ✓ Pharmacy Claim Rejections
- ✓ Pharmacy Cost or Copays
- ✓ Pharmacy ID Claims Processing
- ✓ ID Card Requests
- ✓ Copay Assistance
- ✓ Copay Assistance Drug Sign-Up
- ✓ Drug Coverage
- ✓ Drug Cost
- ✓ Prior Authorization (PA) Submission
- ✓ PA Decisions, Denials, and Appeals
- ✓ Member Portal
- ✓ Pharmacy Location

*Available 24-hours a day, 7-days a week. Closed only on Thanksgiving Day and Christmas Day.*