

Beginning on 1/1/2026, you will need to use your new BCBS card for medical claims (office visits, lab work, surgery, etc.) and use your Navitus card for prescription drugs.



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.