



P.O. Box 1039
Appleton, WI 54912-1039

Starting Your Mail Order or Specialty Pharmacy Service

Dear Airconditioning and Refrigeration Industry Health & Welfare Trust Fund Member,

Airconditioning and Refrigeration Industry Health & Welfare Trust Fund (“the Plan”) is pleased to announce an exciting change to your prescription drug program. **Starting May 1, 2017**, your mail order prescriptions will be offered through our preferred **Costco Mail Order Pharmacy**, and **Lumicera Health Services** will be your preferred specialty pharmacy.

How do I register with Costco Mail Order Pharmacy?

Starting May 1, 2017, you can register by calling 1-800-607-6861, or online at www.pharmacy.costco.com. Registering with Costco Mail Order Pharmacy allows you to manage your mail order prescriptions.

Costco Mail Order Pharmacy is a preferred mail order pharmacy and serves members nationwide. You do not need to be a member of Costco Warehouse/Club Stores to utilize Costco Mail Order services.

How do I start a new prescription or transfer an existing prescription?

If you are not currently using Costco Mail Order services, you mail an original prescription to start this service. You may begin sending new prescriptions to Costco Mail Order Pharmacy on May 1, 2017. Please include the following information with your prescription (no form is required):

- | | |
|--------------------|----------------------------|
| • Your Name | <u>Please send to:</u> |
| • Date of Birth | Costco Mail Order Pharmacy |
| • Phone Number | 215 Deining Circle |
| • Shipping Address | Corona, CA 92880 |

How can my physician reach Costco Mail Order Pharmacy or send a prescription?

Your physician can provide a prescription or contact Costco Mail Order Pharmacy using one of the below methods:

- Fax – 1-888-545-4615
- Physician Line – 1-800-607-6861 option #3
- E-Prescribe – NCPDP# : 5365670

This plan, Navitus MedicareRx (PDP), is offered by Navitus Health Solutions and underwritten by Dean Health Insurance Inc., a Federally-Qualified Medicare Contracting Prescription Drug Plan.

Costco calls you when a new prescription is received, when your refill order is shipped, and within 14 days of when your prescription is eligible for refill to receive your consent for fill. You may view the order status and the tracking information by logging onto www.pharmacy.costco.com.

For questions about home delivery, call Costco Mail Order Pharmacy at 1-800-607-6861. Pharmacy agents are available Monday-Friday from 5:00 am to 7:00 pm PST, and Saturday from 9:30 am to 2:00 pm PST. TTY 711 is available 24/7 for your assistance.

What should I do if I take a medication that is considered a Specialty Medication?

As of May 1, 2017, Lumicera Specialty Pharmacy will be your preferred Specialty Pharmacy. Very few drugs are considered Specialty Medications. These medications are typically classified as Specialty based on a very high manufacturer cost, limited pharmacy distribution (making them difficult to order through a local retailer), and because they are used to treat complex or rare chronic conditions (for example, Rheumatoid Arthritis injectables, Hemophilia injectables, Hepatitis C treatments, etc.).

We strongly encourage you to fill your prescription at through your current Specialty Pharmacy, if your prescription is due to be filled in April, prior to contacting Lumicera Health Services. This will ensure you do not run out of medication prior to the change to Navitus MedicareRx, your 2017 Pharmacy Benefit Manager.

If you are already on a Specialty Medication, you can contact Lumicera's Customer Care at 1-855-847-3553 (TTY 711), Monday through Friday 8:00 am to 6:00 pm CST, to set up an account. Prescribers can call 1-855-847-3554 (Fax 1-855-847-3558). If you are unsure if a medication should go through Lumicera Specialty Pharmacy or Costco Mail Order Pharmacy, please contact Navitus MedicareRx, and we will be happy to assist.

What if I have questions about my Mail Order Benefits, Specialty Pharmacy Benefits, or copayments?

For questions about your mail order, specialty, or copay benefits under the Plan, please call Navitus MedicareRx Customer Care at 1-866-270-3877 (TTY 711) 24 hours a day, 7 days a week (except Thanksgiving and Christmas Day). You can also visit our website at <https://medicarerx.navitus.com> for more information.

Sincerely,

Airconditioning and Refrigeration Industry Health & Welfare Trust Fund and Navitus MedicareRx (PDP)

Non-Discrimination Statement: Airconditioning and Refrigeration Industry Health and Welfare Trust Fund complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. 45 C.F.R. § 92.8(b)(1) and (d)(1)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-270-3877 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-866-270-3877（TTY：711）。

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