BHCG Strategic Partners: Navitus Health Solutions & Quantum Health

June 17, 2020
Welcome

Jeffrey Kluever
Executive Director
Business Health Care Group
Presenters: Navitus Health Solutions

David Fields
President and CEO

Steve Jones
Regional Vice President, Sales

David Mockert
Sr. Client Services Executive
Presenters:
Quantum Health

Shannon Skaggs
President

Steven Knight
Chief Operating Officer

Sarah Simmons Schreiber
Vice President, Sales
# Navitus Introductions

<table>
<thead>
<tr>
<th>Navitus</th>
<th>Position</th>
<th>Phone</th>
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<tbody>
<tr>
<td>David Fields</td>
<td>President and CEO</td>
<td>(608) 729-1515</td>
</tr>
<tr>
<td>David Mockert</td>
<td>Senior Client Services Executive</td>
<td>(608) 729-1627</td>
</tr>
<tr>
<td>Steve Jones</td>
<td>Regional Vice President, Sales</td>
<td>(608) 298-5805</td>
</tr>
</tbody>
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Agenda

- CEO message
- Navitus Overview
- 2019 Trend Report
- BHCG & New Client Success
The Healthcare Experience Is Complex
Our solution is simple

June 17, 2020
Today’s Presenters

Shannon Skaggs
President

Steven Knight
Chief Operating Officer

Sarah Simmons Schreiber
Vice President, Sales
Who We Are

The industry leader in healthcare navigation

<table>
<thead>
<tr>
<th>MOST EXPERIENCED</th>
<th>THE LARGEST</th>
<th>FINANCIALLY STRONG</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 years</td>
<td>1.5+ million</td>
<td>2+ decades</td>
</tr>
<tr>
<td>Founded the category</td>
<td>Consumers</td>
<td>Profitable with strong reserves</td>
</tr>
<tr>
<td>18 years</td>
<td>1,300</td>
<td>96%</td>
</tr>
<tr>
<td>Validated results</td>
<td>Healthcare warriors</td>
<td>Retention rate</td>
</tr>
<tr>
<td></td>
<td>220+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clients across industries</td>
<td></td>
</tr>
</tbody>
</table>

- 2019 Best Workplaces
- Inc. 5000
- Great Place to Work®
- Fortune 100 Best Companies to Work For®
Human-centered, Tech-enabled

A holistic approach to innovation

**Research**
Support ongoing consumer-based research that informs the evolution of the model and the experience.

**Support**
Create the best experience for the ever-expanding health and benefits environment for consumers, providers and clients.

**Systems**
Utilize flexible architecture, AI/ML and other expert technologies to deliver scalable and actionable real-time insights.

**People**
Continue to support our unique culture and evolve our recruiting, development and retention strategies based on behavioral science.
Navitus is an industry-leading, pass-through pharmacy benefit manager (PBM) and serves as an alternative to traditional PBMs. We’re committed to making prescriptions more affordable for plan sponsors and their members. That’s why we’ve **reinvented pharmacy benefit management** to more effectively reduce costs and improve health.

- Founded in 2003, Madison, WI
- Owned by SSM Health and Costco Wholesale
- 6.1 million members and growing
- Nationwide presence with corporate campuses in Madison and Appleton, WI; Austin, TX; and Phoenix, AZ
- Serves 650+ clients including employers, health plans, health systems, government, unions, etc.
- URAC-accredited PBM and specialty pharmacy
- 4.5 out of 5 Stars EGWP Rating by CMS, the highest among PBM-sponsored EGWP Plans*

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.
Our Mission

Navitus Health Solutions is a full-service pharmacy benefit company committed to lowering drug costs, improving health, and providing superior customer service in a manner that instills trust and confidence.
Navitus Stands out as a Disruptor Among the Competition

- Surging pharmacy costs demand greater transparency and affordability
- Navitus founded as a disruptor - Industry needs more disrupting
- Navitus alignment with client’s interests
- Consolidation of large traditional PBMs and National Payors underway
  - Plan sponsors have fewer options, less transparency
  - Creates more opportunity for increased costs (i.e. hidden Rx spread)
  - Integration preserves their status quo, not your business costs
- Other stand alone PBMs still exist
Navitus Overview
Reinventing Pharmacy Benefit Management

Offering a powerful solution built on a:

- Transformative Pass-Through Approach
- Lowest-Net-Cost Philosophy
- Outstanding Clinical Care Model

Together, these components work more effectively to improve health and generate real savings!
Full-Service, URAC-Accredited PBM

- **In-house**
  - NaviClaimRx – claims adjudication platform
  - Retail network contracts
    - National Network
    - National Retail 90
    - Custom Retail Networks
  - Full service pharmacy help desk
  - Formulary contracts with all major pharma companies
  - Clinical programs to manage care and cost
  - Specialty pharmacy – Lumicera

- **Out-source**
  - Mail order – partner with ServeYou (and others)
Our Clients Believe Model Matters

Navitus is dedicated to an unwavering alignment with its clients’ best interests.

100% of pharmacy costs are passed back to client partners (i.e., retail, mail, specialty, etc.)

The PMPM admin fee is our ONLY revenue stream

Retail/pharma contract improvements & channel upside passed back to client

Industry-leading customer service

Company culture of mutual respect and personal growth

Navitus-owned pharma contracts

Unrestricted audit rights with access to:
- Pharma manufacturer rebate contracts
- Retail network pharmacy contracts
- Mail and specialty network contracts

Industry-leading employee satisfaction and retention

Client-centric pharmacy contracting

Single-source generics included in generic discount guarantee reconciliation

Support for federal and state regulations governing employer-sponsored plans
The Savings Continue After Year One

The Navitus Difference

We’re generating long-term savings with a 5-year cumulative PMPM of $64.77, which is 16% less than the industry average.

Source: Navitus drug trend analysis, published PMPM figures from other PBMs in the industry including Express Scripts and CVS Health (2015-2018). Forecasted industry average PMPM was calculated by taking the published average 2018 PMPM and applying a 4.3% trend forecasted trend increase as seen in the 2020 Economic Report on U.S. Pharmacies and Pharmacy Benefit Managers from the Drug Channels Institute.
Why Navitus

- **Powerful solution** with complete pass through, a lowest-net-cost formulary and an outstanding clinical care model
- **100% pass through**, including all ongoing network rate and rebate improvements, and all pharma-related dollars
- **Complete visibility down to the claim level**
- **Flexible agreement aligned to your goals** for easy plan adjustments
- **Seamless implementation** with a history of 100% satisfaction
- **Member-centric service**, including multi-channel engagement, evidence-based clinical programs and a CMS 4.5 out of 5 Stars EGWP program, to improve health
- **Industry-leading customer satisfaction**, with a 97% retention rate

Achieve industry-leading savings of 10-15% for the life of the contract!
## Total Net Cost Trend – Commercial BoB

**CY 2019 (with Rebates)**

<table>
<thead>
<tr>
<th></th>
<th>Total Net Cost PMPM 2018</th>
<th>Total Net Cost PMPM 2019</th>
<th>PMPM Difference</th>
<th>PMPM Change %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall</strong></td>
<td>$75.67</td>
<td>$78.12</td>
<td>$2.45</td>
<td>3.2%</td>
</tr>
<tr>
<td><strong>Non-Specialty</strong></td>
<td>$44.40</td>
<td>$42.77</td>
<td>($1.63)</td>
<td>-3.7%</td>
</tr>
<tr>
<td><strong>Specialty</strong></td>
<td>$31.27</td>
<td>$35.35</td>
<td>$4.08</td>
<td>13.0%</td>
</tr>
</tbody>
</table>

Total Net Cost PMPM of $78.12 is still the lowest in the industry.
## Total Cost Trend – Modulators and Drivers

**CY 2019 (with Rebates)**

<table>
<thead>
<tr>
<th></th>
<th>Total Trend</th>
<th>Utilization Trend</th>
<th>Unit Cost Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>3.2%</td>
<td>2.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Non-Specialty</td>
<td>-3.7%</td>
<td>2.3%</td>
<td>-6.0%</td>
</tr>
<tr>
<td>Specialty</td>
<td>13.0%</td>
<td>14.7%</td>
<td>-1.7%</td>
</tr>
</tbody>
</table>

*Unit cost increase kept under 1% despite significant brand list price inflation*
Generating Greater Savings

2019 New Client PMPM Savings Snapshot

<table>
<thead>
<tr>
<th>Clients</th>
<th>Membership</th>
<th>Former PBM PMPM Cost</th>
<th>Navitus PMPM Cost</th>
<th>Change</th>
<th>Former PBM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>1,430</td>
<td>$107.64</td>
<td>$62.32</td>
<td>↓42%</td>
<td>NPS</td>
</tr>
<tr>
<td>Food</td>
<td>1,283</td>
<td>$91.54</td>
<td>$56.02</td>
<td>↓39%</td>
<td>OptumRx</td>
</tr>
<tr>
<td>Hospital System</td>
<td>2,695</td>
<td>$131.53</td>
<td>$84.63</td>
<td>↓36%</td>
<td>CVS/Caremark</td>
</tr>
<tr>
<td>City</td>
<td>2,376</td>
<td>$79.58</td>
<td>$56.16</td>
<td>↓29%</td>
<td>OptumRx</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>1,893</td>
<td>$144.09</td>
<td>$104.08</td>
<td>↓28%</td>
<td>Aetna</td>
</tr>
<tr>
<td>Health Care Provider</td>
<td>1,038</td>
<td>$96.50</td>
<td>$72.35</td>
<td>↓25%</td>
<td>UMR PBM</td>
</tr>
<tr>
<td>County</td>
<td>47,333</td>
<td>$149.89</td>
<td>$111.73</td>
<td>↓25%</td>
<td>CVS/Caremark</td>
</tr>
<tr>
<td>City</td>
<td>2,143</td>
<td>$81.86</td>
<td>$65.01</td>
<td>↓21%</td>
<td>OptumRx</td>
</tr>
<tr>
<td>Food</td>
<td>3,218</td>
<td>$59.64</td>
<td>$53.20</td>
<td>↓11%</td>
<td>CVS/Caremark</td>
</tr>
<tr>
<td>School District</td>
<td>7,491</td>
<td>$121.84</td>
<td>$109.92</td>
<td>↓10%</td>
<td>Envision</td>
</tr>
<tr>
<td>Financial</td>
<td>7,449</td>
<td>$80.39</td>
<td>$76.20</td>
<td>↓5%</td>
<td>OptumRx</td>
</tr>
</tbody>
</table>

Average New Client Savings of 25%
BHCG & New Client Success
# 2019 Client Financial Success

<table>
<thead>
<tr>
<th>Client</th>
<th>Incumbent 2018 Net Cost PMPM</th>
<th>Navitus 2019 Net Cost PMPM</th>
<th>Change</th>
<th>Navitus 2019 Net Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baird*</td>
<td>$76.03</td>
<td>$67.51</td>
<td>↓11%</td>
<td>$124,249</td>
</tr>
<tr>
<td>City of Kenosha</td>
<td>$79.58</td>
<td>$56.80</td>
<td>↓29%</td>
<td>$649,389</td>
</tr>
<tr>
<td>Masters Gallery Foods</td>
<td>$71.34</td>
<td>$43.08</td>
<td>↓40%</td>
<td>$443,428</td>
</tr>
<tr>
<td>Paragon Development Systems</td>
<td>$101.11</td>
<td>$48.64</td>
<td>↓52%</td>
<td>$182,686</td>
</tr>
<tr>
<td>Praxair</td>
<td>-</td>
<td>$57.07</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Sargento</td>
<td>-</td>
<td>$48.85</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

*Second half of 2019
BHCG Growth

- Current List of Navitus BHCG clients:
  - AFSCME Council 31
  - Baird
  - Charter Manufacturing Company
  - Cielo
  - City of Kenosha
  - Masters Gallery Foods
  - Nordco
  - Oak Creek-Franklin Joint Schools
  - Olympus Group
  - Paragon Development Systems
  - Praxair
  - Sargento Foods
  - Sendik’s Food Market

- BHCG Client Gross Cost* Q1 2020 PMPM of $76 compared with the industry average of $93 and Navitus Commercial BoB of $78

*Gross Cost = Plan Paid plus Member Paid less rebate
Generating Top Satisfaction Ratings from our Clients

2019 Client Satisfaction Survey

90% of respondents said Navitus is better than other PBMs

94% of respondents were extremely satisfied or very satisfied

100% of respondents would recommend Navitus to other organizations

37% Response Rate (2019)
Surveys are conducted annually and include clients with claims utilization in both 2018 and 2019. TPA clients not included.
Proven Implementation Methodology

Proven Execution—100% Successful Implementation Record

- **Process**
  - Sales-to-Implementation transition
  - Implementation Readiness Assessment
  - Project kick-off meeting
  - Document requirements and client approval
  - Post-implementation review
  - Implementation-to-Client Services transition

- **Tools**
  - BHCG specific intake form (New for 2020)
  - Experienced project management
  - Well-developed implementation guide
  - Defined, documented process
  - Custom web-based project update site

For **seven consecutive years**, 100% of post-implementation survey participants have rated their overall satisfaction as very satisfied or extremely satisfied!
Implementation Results

Benefit Design Transition

- Conduct thorough review of existing benefit designs
  - Quantity limits, step therapy protocols, prior authorization limits
  - Mail and specialty benefits and any exceptions

- Develop matrix to assist in setup and tracking of benefits
  - Creation and testing of plans
  - Address exceptions – including clinical transition/disruption management

- Manage eligibility and enrollment data feeds
  - Coordinate eligibility and enrollment data feeds
    - Determine scope and timeline
    - Test loads

- Manage member formulary transition
2013 - 2019 Implementation Satisfaction Survey

CONSISTENCY is in Our DNA —
100% Overall Satisfaction

n = 36 (2019). TPA clients not included.
Strategic Partnership

- First line of accountability
- Acknowledgement and follow up
- Ensure day-to-day needs successfully met
- Provide actionable data and decision support
- Project log tracking
- Regular review meetings on utilization and spend trends and forecasting
- Understand and track aligned goals and objectives of each client
- Road map 12-18 months out
Account Team Communication

- Client Services Executive AND Clinical Account Executive – lead roles regarding pharmacy management oversight with client
- Customized reports and topics – collaborate with client
- Annual meeting preparation in collaboration with client – determine dates, participants, reports and topics
- Annual in-person meeting
- Telephonic meetings, as needed
- On-line presentation
Providing VALUE to BHCG Members

- Engage client in developing strategic objectives throughout account review process
- Leverage the expertise of client to co-develop plan improvements through regular touch points
- Engage analytics experts to determine areas for cost savings and plan improvement opportunities through data analysis
- Review and modify plan components; obtain client’s approval of identified areas for improvement
Benefits to BHCG Members

- Pre-negotiated Agreement with Enhanced Terms and Conditions
- Improved Administrative Fee Pricing
- Custom Implementation Intake Form

<table>
<thead>
<tr>
<th>BHCG Member Lives with Navitus</th>
<th>Year 1 of Client Agreement</th>
<th>Year 1 of Client Agreement</th>
<th>Year 1 of Client Agreement</th>
<th>Year 1 of Client Agreement</th>
<th>Year 1 of Client Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;30,000 Lives</td>
<td>$2.21 PMPM</td>
<td>$2.21 PMPM</td>
<td>$2.21 PMPM</td>
<td>$2.28 PMPM</td>
<td>$2.35 PMPM</td>
</tr>
<tr>
<td>30,000 – 80,000 Lives</td>
<td>$2.15 PMPM</td>
<td>$2.05 PMPM</td>
<td>$2.05 PMPM</td>
<td>$2.11 PMPM</td>
<td>$2.17 PMPM</td>
</tr>
<tr>
<td>&gt;80,000 Lives</td>
<td>$2.01 PMPM</td>
<td>$1.91 PMPM</td>
<td>$1.91 PMPM</td>
<td>$1.97 PMPM</td>
<td>$2.03 PMPM</td>
</tr>
</tbody>
</table>
Navigating the Pandemic

Navitus Operations

Business Continuity

- Navitus activated Business Continuity/Disaster Recovery operations the week of March 16th. All departments including customer care, specialty pharmacy and prior authorizations are fully operational and fully staffed. The remote workforce is doing well and has adapted to the new virtual work environment. Our technical infrastructure is supporting all activities.

Account Management

- Fully remote and no issues reported
- Monitoring trends for spikes, changes in channels (moves to mail order and 90 day supplies)
- Delivering business reviews as scheduled via virtual technology

Formulary Operations

- Monitoring medication availability and FDA announcements and making adjustments to formulary as needed
- Activated weekend “on call” schedule for benefits team to respond to any urgent changes or updates required
Navigating the Pandemic

Navitus Activities

Weekly Client Communications

- Updates on activities and response implementations
- Monitoring of disaster declarations, emergency set ups of limits on days’ supply for drugs that are touted as potential cures or remedies for COVID-19

Pharmacy Availability

- Navitus provider services reports minimal pharmacy impacts across the networks
  - A few pharmacies have reduced hours of operation and some may have briefly closed but have now re-opened
  - RxOpen.org has been activated by National Council for Prescription Drug Plans (NCPDP)
Navigating the Pandemic

Lumicera Operations

Staffing

- Quickly implemented social distancing measures and “grouping”-based approach to maintain operations, limit risk and put into place a mitigation plan in the instance that one of the “groups” had positive COVID cases within it
- Implemented more wide-spread use of PPE (call center staff) for prevention of spreading the virus-leading to 12 second answer rate through COVID and 94.57% answered within 30 seconds
- Enhanced existing cleaning and sanitizing procedures

Patient Support

- Providing counseling to patients to calm fears of shortages and prevent stockpiling of medications
- Educating patients on supply projections
Why Navitus?

### Service & Clinical Excellence
- White-glove service; customer-centric member experience
- Industry-leading customer satisfaction scores
- 100% client implementation satisfaction
- Evidence-based clinical programs
- Formulary strategy aligned with clinical effectiveness and lowest net cost

### Contractual Alignment
- Audit rights to ALL claims with pharmacies & pharma manufacturers
- Clear, reconcilable contract terms & definitions
- Administrative fee-only revenue stream
- Strategically aligned interests

### BHCG
- Member
- Employers

### Financial Savings
- 360° financial transparency
- 100% pass-through, including all ongoing network rate and rebate improvements, and all pharma-related dollars
- Industry-leading Rx trend management — consistently out-perform national trend
- Unique specialty pharmacy model with 2% cost savings
Thank You.
The Healthcare Experience Is Complex
Our solution is simple

June 17, 2020
Today’s Discussion

• Consumer healthcare challenges
• Navigating the healthcare journey
• Real-Time Intercept and impact
• Validated results
• Conclusion
The Healthcare Environment Is Ever-changing

The reality is a complex, frustrating consumer experience
We believe that no one should have to go through the healthcare experience alone.
Navigation Is Essential for Your Business
Support for Every Consumer

We engage over 84% of all households

- **Incidental**: Those dealing with a specific healthcare challenge or decision
- **Be Healthier**: Those seeking to maintain/improve their health
- **On the Journey**: Those who have complex healthcare issues

**EPISODIC**

**COMPLEX**
Simplifying the journey
A single healthcare and benefits navigation platform

Connecting resources and curating the experience:
- Member services
- Provider services
- Clinical/care coordination services

ONE ID CARD
ONE NUMBER TO CALL
ONE SITE TO VISIT
ONE APP TO CLICK

Provider

Member

Phone

Web portal

App

UnitedHealthcare UMR

Navitus

Best Doctors WellDoc

Retail / onsite clinics / virtual medicine

All benefits and benefits administrative platform
Intercepting Consumers Earlier

Mining data and provider inquiries to coordinate care

First interactions occurred a month before a claim received for this consumer

10/17 Quantum reached out to consumer
11/14 Quantum first saw claim in the system

24 conversations
9 with the provider
15 with the consumer

10/16 Provider called about upcoming diagnostic tests
First sign of potential cancer diagnosis.
Impact of Real-Time Intercept™

Provider engagement is key to lower costs

- 60% of first contacts are through provider intercepts
- 88% of high-cost claimants engaged through Real-Time Intercept
- 83% of provider intercepts are benefits oriented – traditional UM alone will not adequately trigger
- 4x difference in savings when intercepted 4-6 months before a trigger month
- 12% lower costs in cases with RTI initiated by a provider inquiry
Real-Time Intercept™

Pattern of activity prior to claim trigger

-6 Month
-3 Month 0 Trigger Month 3 Month 6 Month 9 Month 12 Month

Member
Provider

62% of Impactful Decisions
$1,000 Claim

Percent of Contacts
Data Drives Actionable Insights
Unparalleled data leads to individualized experiences

Provider intercept data
- Pre-certification / authorizations
- Benefits eligibility
- Referrals

Member interaction data
- Benefit quotes
- Network / provider search
- Self-disclosed care gaps / diagnoses

Industry-wide data
- Medical claims
- Prescription claims
- Demographics
- Biometrics / HRA
- Point solutions
- Wellness activity
- Risk stratification
- Predictive scores
- Community resources

Quantum Health
- Rich Data
- 100% Predictive
- Drives RTI
Simpler, Cost-effective Healthcare Is More Than Possible — It’s Proven
Healthcare Navigation Impact

Supporting your business

- Lower healthcare cost trend
- Improve consumer experience and satisfaction
- Help recruit and retain top talent
- Reduce HR burden
Return On Investment

We consistently beat industry norms

Satisfaction

76 NPS Consumer
77 NPS Client
74 NPS Provider

Engagement

84% Household engaged
95% Members with claims > $10K
2x increase Point solution engagement

Outcomes¹

16% Increase in preventive care
7% Above national norms for clinical quality measures
7% Decrease in-patient days

Savings²

5.7% Cost reduction in year one vs. expected
9.2% Cumulative savings in year three
14.4% Cumulative savings in year five

¹ Quantum Health Internal Data, 2019.
Helping You With Your Mission

Our commitment

Simpler, dramatically better employee experience
76 employee NPS, better use of all benefits

Engage more people sooner
84% household engagement, 95% > $10K in claims engagement, 88% via Real-Time Intercept™

An extension of your HR team
Dedicated Pod teams, real-time feedback, open access

Seamless implementation
We lead with dedicated project managers and work with your carrier(s)

Sustainable, proven savings
5.7% cost reduction in year one
9.2% cumulative savings in year three

Guarantee on performance

Alignment with BHCG and Strategic Partners
Delivering a best in class comprehensive solution

Performance on savings, engagement, employee satisfaction, implementation

Important intangibles
• Cultural alignment: Your values and our pillars
• Client networking panels
• Executive leadership engagement
• Provider relations

Our commitment
Helping You With Your Mission
Alignment with BHCG and Strategic Partners
Delivering a best in class comprehensive solution

Performance on savings, engagement, employee satisfaction, implementation

Important intangibles
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Delivering a best in class comprehensive solution

Performance on savings, engagement, employee satisfaction, implementation

Important intangibles
• Cultural alignment: Your values and our pillars
• Client networking panels
• Executive leadership engagement
• Provider relations
Thank You
Navitus & Quantum Health Partnership

• There was a formulary change for 2020 excluding the brand name Epipen.

• A Member contacted her Quantum Health Care Coordinator expressing concern she would not be able to obtain the medication due to financial limitations.

• The Care Coordinator contacted Navitus. Navitus located two alternatives and copay assistance programs for the member, eliminating any financial barriers.

• The Quantum Health Care Coordinator contacted the member’s provider and had the prescription modified so the member could receive her medication.

• The Care Coordinator and Navitus Team Member were able to ease a member’s financial concern and ensure she adhered to her clinical plan.
A Quantum Health Personal Care Guide Nurse was working with a provider on a Friday, to place an authorization on file for radiation and oral chemotherapy.

The Personal Care Guide Nurse worked with the member to understand his care plan and walk him through the actions the team would take for him to receive his medication.

The Personal Care Guide Nurse gathered clinical information from the provider and contacted Navitus regarding the authorization.

The Navitus team worked to review the necessary information and expedite the medication.

The member received the oral chemotherapy 6 days after the initial provider conversation.

Through efficient, open channels of communication between Navitus, Quantum Health and the provider, the member received his oral chemotherapy the following Wednesday, six days after the initial dialogue.
Thank You!

A recording of today’s webinar, as well as presenters’ slides, will be made available. Watch your inbox or visit bhcgwi.org.

Stay safe & be well!