

Mail Order Instructions

Pharmacy mail order is provided by NoviXus Pharmacy Services. If you have questions about using the mail order program or your pharmacy benefits, please contact us at the phone number located on the back of your ID card.



NoviXus Pharmacy Services is your convenient way of filling your maintenance prescription(s) and having them delivered to your home. The enrollment process is as simple as 1-2-3!

To start using NoviXus please follow these quick and easy steps:

Step 1: How to Enroll

- You can enroll using the mobile application or on our website at www.Novixus.com and select the Register button in green after "Don't have an account".
- You can complete a Novixus Enrollment Form which can be found on our website at the bottom of the page under Clients, Advisors, Pharmacist, and Physicians and mail it in.
- You can call our Patient Care Center at 1-888-240-2211 and speak with one of our Patient Care Specialists.

Step 2: How your prescriber can send in prescription(s)

Have your prescriber send in your prescription(s) via the following methods:

- E-prescribe your prescription(s) to NoviXus
- Fax (Prescribers Only): 1-877-395-4836
- Verbally (Prescribers Only): 1-877-269-1159
- Or Mail them to: NoviXus Pharmacy Services P.O. Box 8004, Novi, MI 48376-8004

Step 3: Payment Methods

NoviXus can accept all major credit cards, checks, money orders, and HSA or FSA Cards (SIGIS IIAS certified). You can choose from the following options to make your payment:

- You can add or update your preferred payment method or make payments on our mobile application or website www.Novixus.com
- You can call our Patient Care Center at 1-888-240-2211 and speak with one of our Patient Care Specialists.
- Or mail in your payment: NoviXus Pharmacy Services P.O. Box 8004, Novi, MI 48376-8004

Notifications

Once we receive a new prescription from your prescriber, our staff will enter it into our system and our Pharmacist will verify the prescription. When the verification is completed the prescription will be held on your profile and an automated notification will be sent out. These notifications are set up during the enrollment process with NoviXus and can be updated or changed by calling our Patient Care Center or by logging into your account online.

Notifications can be sent in one of the following ways

- Interactive automated phone calls or general voicemails if not available
- Email notifications
- Text messages

We have three types of notifications available to assist in managing your prescriptions

- **New Prescription:** Any time your prescriber sends in a new prescription we will hold the prescription on your profile and send out a notification to let you know that we have received it. The prescription is held until you provide us with your consent to fill it. The only exception would be if the prescription was mailed to NoviXus by you, this is considered your consent to fill and we will ship your prescription.
- **Refill Reminders:** A reminder will be sent when you have 14 days remaining on your 90-day prescription. If you answer the automated call and verify key information you can place an order during the call. If we leave a voicemail then you will be referred to our website or to call our Patient Care Center to see which prescription(s) are ready to be filled.
- **Shipping Notifications:** A notification will be sent when your order has been filled and is being mailed out.

Placing Orders

You can place an order with NoviXus using one of the following methods:

- Logging into your mobile application or website at www.Novixus.com and use the “Rxs” drop down at the top right corner of the screen to initiate an order.
- Call our Patient Care Center at 1-888-240-2211 and speak with one of our specialists.
- Call 1-888-240-2211 and press 1 to use our automated system.

Once you have placed the order, please allow 7-10 days for delivery. If there are any issues with your order one of our Patient Care Specialists will contact you.

Cost Savings and Reducing Waste

NoviXus’ policy is to **not** automatically fill and ship new prescriptions received from your prescriber without your consent. In addition, we do not automatically refill any of your prescriptions. Our goal is to reduce costs and eliminate waste. Our way of assisting you in managing your prescriptions is to send you notifications when we have received new prescriptions from your prescriber. This will allow you to order the prescriptions you need when it is convenient for you. When you call or place the order on our website, a verification process is taking place to ensure that the prescription received is the right medication, strength, directions, and that the order is shipped to the correct address. Once an order leaves our pharmacy we are unable to accept it back and you would be responsible for your copay.

Copays and Prescription Coverage

When sending in a prescription to NoviXus to be processed we will dispense the medication based on how the prescription is written. If you want to ensure you are receiving a preferred medication under your plan please go to your pharmacy benefits website. You can print out a formulary and provide it to your prescriber to ensure you are receiving the most cost-effective treatment. This formulary will also inform you if a medication is going to require a prior authorization which can delay the process.

Pharmacist Consultation

NoviXus strives to ensure that our patients have access to a Pharmacist, 24 hours a day, 7 days a week, 365 days a year. Our Pharmacist Team can be reached Monday through Friday 8:00 am to 8:00 pm Eastern Time by calling our Patient Care Center at 1-888-240-2211 and asking for a Pharmacist. If you call after hours we have an on-call Pharmacist available for your clinical questions (side effects, possible allergy, etc.). The afterhours Pharmacist is unfortunately not able to help you with placing an order, tracking an existing order, or making a payment. If you have questions for our pharmacist that are not of an urgent nature, you can always log on to the mobile application or website at www.Novixus.com and select the “Communicate” drop down for the Ask the Pharmacist feature. One of our Pharmacists will contact you regarding your question or concern within the next business day.