

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Subject: Navitus - service-related concerns
Date: Tuesday, February 13, 2024 3:30:35 PM

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Hello. I am a state retiree, and have Navitus MedicareRx (PDP) drug coverage.

I recently experienced a less than positive experience dealing with Navitus, and wonder if others have had similar experiences. The Navitus representative with whom I spoke was polite and I believe tried to be helpful, but in essence required me to "run interference" with my pharmacy on an issue over which I have no direct control. While I believe I can navigate what needs to be done to ensure coverage for my specific medications that triggered communications by and with Navitus, I would like to share what happened so that decision makers are aware of my experience for future use.

Could you direct me to the right person so I can share with them what occurred? Thank you.

Amy Smith