

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Cc: [REDACTED]
Subject: Navitus
Date: Sunday, December 10, 2023 2:28:36 PM
Attachments: [REDACTED]

**CAUTION: This email originated from outside the organization.
Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Board Members: Re: Asthma Inhalers Copayments Increase
from \$5 to \$39

I believe you are the body that handles complaints and concerns regarding employee benefits at UWM. My husband, [REDACTED], works at UWM, and because I am his dependent for health insurance purposes, I am a member of Navitus.

I am attaching a letter I sent to Navitus on November 6, in response to their three confusing letters of August 24, October 13, and October 27. Based on those three letters, I could not make a decision as to what inhalers are available and in what tiers, for 2024.

I also attach Navitus' reply of November 14. Although Navitus acknowledges an error in the letters, they don't seem to realize that their last letter of October 27 still does not explain what tiers Flovent and Fluticasone will be in 2024.

I am not happy with Navitus unclear way of taking decisions and communicating them to its members. I am also concerned about the competence of Navitus' staff when answering questions.

David Miller, Director of Total Rewards at Universities of Wisconsin Office of Human Resources, found out that there is a tier 1 inhaler in 2024. I am very grateful for his time, help and useful information. But it was not Mr. Miller's job to do this. Navitus should be providing me and all its members with relevant information, in writing and in a timely manner. Navitus should not waste my time or Mr. Miller's time -- Navitus has resources that individuals do not have. They have a legal department that surely should be able to write clear letters in good English and in a timely manner.

I hope you are able to bring my concerns to the table if the State of Wisconsin negotiates contracts with Navitus again.

Please do not hesitate to contact me with any questions or concerns.

Thank you in advance.

Sincerely,

Cristina Tysoe



November 6, 2023

Cristina Tysoe

David Fields, President and CEO
Mohan Yellepeddi, Vice President, Formulary & Industry Relations ✓
Navitus
Corporate Headquarters
361 Integrity Drive
Madison, WI 53717

Gentlemen:

RE: Asthma Medication Copayments

I enclose three letters sent by Navitus that are unclear, contradict each other and Navitus own website, and do not provide any useful information for 2024 – I cannot make a decision based on these letters.

I contacted Navitus by phone three times, and I received more confusing and wrong information, as well as bizarre replies: I was told by a Natola (SP?) that I should direct my questions to the insurer: Natola didn't seem to know that she works for Navitus...

Can you please send me a written statement stating what inhalers will replace Flovent HFA 44mg in 2024, including the tiers, so that [REDACTED] everybody [REDACTED] who received Navitus' three letters), can make an informed decision. Moreover, and in case there are only tier 2 alternatives available, I need such a written statement so my husband can appeal to UWM Employee Benefits to increase the Flexible Spending Account (FSA) limit to lessen the impact of the extra yearly \$396 that Navitus change of tier would cause. The FSA deadline was October 20, 2023, and at that time Navitus changes were not known to me, and in order to appeal I need written proof from Navitus.

Lastly, I would like to know why Navitus P&T Committee changed Fluticasone from Level 1 in 2023 to Level 2 in 2024 (according to your Heather on October 4 at 3pm). This should not be a state secret, and it should not be arbitrary, as it seems to be at the moment, not only to me, but to Navitus own employees.

Please do not hesitate to contact me with any questions or concerns. Thank you in advance for your cooperation.

Very truly yours,


Cristina Tysoe

Encs.

cc

[REDACTED]
David Miller, UW System Director of Total Rewards (w/encs)



PO Box 999
Appleton, WI 54912-0999

August 24, 2023

FORMULARY CHANGE NOTICE

Cristina Tysoe



RE: FORMULARY CHANGE NOTICE

Dear Cristina Tysoe,

The purpose of this letter is to tell you that as of 7/1/2023 the medication(s) in the table below have changed on your formulary.

Our records show you may be taking or using this medication. If so, you will be able to get it at the current coverage until 9/30/2023.

If you take or use this medication please share this letter with your prescriber. It is important to continue taking or using your medication until you talk to your prescriber.

Prescription Affected	Previous Coverage**	New Coverage Effective 10/1/2023 for Current Members	Covered Alternatives*
[REDACTED]	Level 1	Level 2	[REDACTED]

**Please note: All possible covered alternatives may not be listed.*

It is important to continue taking your medication until you speak with your prescriber.

Please see the Frequently Asked Questions (FAQ) on the following page for answers to common questions and for contact information.

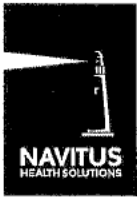
Sincerely,

Navitus Health Solutions

WHY CHANGE IN MID-YEAR WHEN THERE IS NO TIME TO CHANGE FSA?

WHY ARE COVERED ALTERNATIVES NOT LISTED?





PO Box 999
Appleton, WI 54912-0999

October 13, 2023

FORMULARY CHANGE NOTICE

Cristina Tysoe



RE: FORMULARY CHANGE NOTICE

Dear Cristina Tysoe,

The purpose of this letter is to tell you that beginning 1/1/2024, the medication(s) in the table below have changed on your formulary.

Our records show you may be taking or using this medication. If so, you will be able to get it at the current coverage until 12/31/2023. WEBSITE SAYS NOT COVERED

If you take or use this medication please share this letter with your prescriber. It is important to continue taking or using your medication until you talk to your prescriber.

Prescription Affected	Previous Coverage**	New Coverage Effective 1/1/2024 for Current Members	Covered Alternatives*
[REDACTED]	[REDACTED]	Level 2	No lower cost covered alternatives available

**Please note: All possible covered alternatives may not be listed.*

It is important to continue taking your medication until you speak with your prescriber.

Please see the Frequently Asked Questions (FAQ) on the following page for answers to common questions and for contact information.

Sincerely,

Navitus Health Solutions

THESE TWO STATEMENTS CONTRADICT EACH OTHER: EITHER THERE ARE ALTERNATIVES OR THERE AREN'T.




Find a Drug

Search for over-the-counter drugs as well as prescriptions

Fluticasone Propionate Hf Aerosol 44.0 MCG/ACT 10.6 GM Inhaler (Package Size 1.0)

Brand

Ingredients: Fluticasone Propionate

Not Covered 

Total Quantity *

1

* Required

Number of Days

30

* Required

Days Supply

GET PRICES & PHARMACIES

NAVITUS LETTER OCT. 13 STATES
FLUTICASONE IS COVERED TILL 12/31/23

[Terms & Conditions](#)

[Privacy & Confidentiality](#)

[Download Adobe Reader](#)



PO Box 999
Appleton, WI 54912-0999

October 27, 2023

FORMULARY CHANGE NOTICE



Cristina Tysoe



RE: FORMULARY CHANGE NOTICE

Dear Cristina Tysoe,

The purpose of this letter is to tell you that FLOVENT HFA INHALER is now available as a generic equivalent.

As of 1/1/2024, coverage of the brand medication listed in the table below has changed.

It is important to continue taking your medication. Please talk to your pharmacist when refilling this prescription to discuss your options.

Prescription Affected	Generic Equivalent
[Redacted]	[Redacted]

Please see the Frequently Asked Questions (FAQ) on the following page for answers to common questions and for contact information.

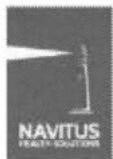
Sincerely,

Navitus Health Solutions



- ① WHERE IS IT IN NAVITUS WEBSITE?
- ② WHAT TIER??





NAVITUS HEALTH SOLUTIONS
GRIEVANCE & APPEALS
P.O. BOX 999
APPLETON, WI 54912-0999



CRISTINA TYSOE
[REDACTED]

11/14/2023

Member Name: CRISTINA TYSOE
[REDACTED]

Dear Member:

This letter is in response to the grievance letter received from you November 9, 2023 regarding formulary change surrounding FLOVENT HFA.

Based upon our review, the letter that you received on 8/24/2023 that stated that the medication formulary status was going to change mid-year was in fact sent in error. The letter dated 10/13/2023 stated that your [REDACTED] copay was going from level 1 to level 2 was sent due to the fact that you are currently on the brand [REDACTED] and as of 1/1/2024 it will no longer be covered, however the newly covered product copay level was changing. The plan wanted to make sure you were aware. Admittedly these two letters were confusing, and we have passed on this feedback to the account team.

Finally, the letter from 10/27/2023 was intended to clear up any confusion on the previous mailings. It is stating that generic FLUTICASONE HFA will be covered as of 1/1/2024. The plan has decided to move all single ingredient inhaled steroids such as this to the preferred brand, or level 2, copayment. In performing formulary clean-up, it was discovered that the medications in this class did not have any incentive to prefer one product over another. The tiering in this class was adjusted to align with the typical placement of these inhaler products, which were placed at tier 2.

We appreciate you bringing this to our attention. It allows us to track and trend issues and make improvements to our processes. Our goal is to always provide the best possible service to our members.

If you have any questions about your pharmacy benefit, please call Navitus Customer Care. You can reach them toll-free at 1-866-333-2757.

Thank you,

Navitus Grievance and Appeals Department



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

December 18, 2023

Dear Ms. Tysoe:

Thank you for email to Group Insurance Board (Board) regarding the issues you were having with the Board's Pharmacy Benefit Program Manager Navitus Health Solutions (Navitus).

I have been involved in your case since November 8, 2023, when Mr. Miller forwarded your November 7th email to the Universities of Wisconsin Office of Human Resources Benefits Program Manager who then sent your email to me. I worked with Navitus to ensure their November 14th response letter was sent to you in a timely fashion.

On November 9th I spoke to Navitus about the confusing language in their coverage change letters. Navitus has assured me that they are looking for a better way to explain this information to members. ETF will include questions regarding member communications and customer service in the request for proposals (RFP) for pharmacy benefits administration that was approved by the Board at their November 2023 meeting. As is noted in the information linked to below, the RFP is scheduled to be published in April of 2024. Here is a link to more information about the upcoming RFP <https://etf.wi.gov/boards/groupinsurance/2023/11/15/gib12b/direct> and <https://etf.wi.gov/boards/groupinsurance/2023/11/15/gib12bppt/direct>

For future reference, members can find the complete formulary on the Navitus/ETF public facing website at <https://benefitplans.navitus.com/etf> or by logging into Navitus's Member Portal <https://navitus.com/members>. I included this information in a November 8th email that it sounds like Mr. Miller shared with you.

Again, thank you for your email. If you have any other questions, comments, or concerns, please do not hesitate to contact me using the information below.

Sincerely,

Tricia Sieg
Pharmacy Benefits Program Manager
Tricia2.Sieg@etf.wi.gov
(608) 261-6006

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Cc: [REDACTED]
Subject: Re: Navitus
Date: Tuesday, January 23, 2024 2:56:59 PM

**CAUTION: This email originated from outside the organization.
Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Ms. Sieg,

Thank you for your letter of 12/18/23. I just found out at my allergist's office that Pulmicort is not covered anymore by Navitus as from 1/1/24, despite what Navitus staff told me last year (and also told David Miller). Thus, all the inhalers are now tier 2, except a generic for Pulmicort (and that is to be confirmed).

I thought that ETF required Navitus to give employees 90 days' notice before an employee can be charged more for a tier change, or for any change, but this appears not to apply to Navitus. It is impossible for me to get anything in writing from Navitus, except descriptions of what Navitus does, rather than the reason why Navitus does it (which I suspect is to make money). The access I have to their formulary does not allow me, or my doctor, to search by tier. So it becomes a trial and error game of putting names in the search box to find out what tier a medication is under.

I find very frustrating that Navitus can change coverage and tiers as often as Navitus likes, causing its members financial loss. We did not add money to our FSA account because: 1)when we were notified of the first change by Navitus the FSA enrollment had expired; and 2) we relied on Navitus offering Pulmicort as a tier 1 medication in 2024, as I was told, but Navitus changed track again on 1/1/24. Probably now is too late to appeal to increase our FSA account, and it would not guarantee that we have enough coverage if Navitus decides to change its medications to tier 3 at any time.

I am a lay person, but I expect you are not. Please bring this problem to the table next time you sign a contract with Navitus. It is absolutely shameful and unfair that a company that has resources that individuals don't have takes advantage of its position. There is no justification for them not to give notice of changes that affect its members financially.

Please do not hesitate to contact me if you need further details.

Sincerely,

Cristina Tysoe

From: ETF SMB Board Feedback <ETFSMBoardFeedback@etf.wi.gov>

Sent: Monday, December 18, 2023 9:27 AM

To: [REDACTED] ETF SMB Board Feedback
<ETFSMBoardFeedback@etf.wi.gov>

Subject: RE: Navitus

Dear Ms. Tysoe:

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Again, thank you for your email. If you have any other questions, comments, or concerns, please do not hesitate to contact me using the information below.

Sincerely,

Tricia Sieg
Pharmacy Benefits Program Manager
Tricia2.Sieg@etf.wi.gov
(608) 261-6006

From: [REDACTED]
Sent: Sunday, December 10, 2023 2:28 PM
To: ETF SMB Board Feedback <ETFSMBoardFeedback@etf.wi.gov>
Cc: [REDACTED]
Subject: Navitus

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Dear Board Members: Re: Asthma Inhalers Copayments
Increase from \$5 to \$39

I believe you are the body that handles complaints and concerns regarding employee benefits at UWM. My husband, [REDACTED], works at UWM, and [REDACTED]
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Please do not hesitate to contact me with any questions or concerns.

Thank you in advance.

Sincerely,

Cristina Tysoe





STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

January 24, 2024

Cristina Tysoe
[REDACTED]

Dear Ms. Tysoe:

Thank you for your email.

You are correct Pulmicort is not on the Commercial drug formulary as of 1/1/24. Members who had filled a Pulmicort prescription within one year of the drug being removed from the formulary were sent letters by Navitus no less than 90 days before the drug was removed from the formulary. Navitus has no record of you having filled or attempting to fill a prescription for Pulmicort before 1/1/24, and this is likely why you did not receive a letter.

You and your doctor have access to the pharmacy formulary in multiple ways. You and your doctor can access the pharmacy formulary at the Navitus-ETF public-facing website at <https://benefitplans.navitus.com/etf>. You can log into the Navitus's Member Portal at <https://navitus.com/members> to view the pharmacy formulary.

When viewing the pharmacy formulary on either website you can search by name of the drug or type of drug by pressing the buttons "Ctrl" and "F" at the same time. For example, when searching for the word "Pulmicort" on the most current drug formulary you are taken to page 105 that lists all steroid inhalants that are listed on the formulary.

Your doctor can use Navitus's electronic health (eHealth) programs to view the formulary, file any required prior authorization documentation, and send your prescription to the pharmacy. Here is a link to more information about Navitus's eHealth programs <https://blog.navitus.com/ehealth> that has been available to ETF's member since 2021.

Again, thank you for your email. If you have any other questions, comments, or concerns, please do not hesitate to contact me.

Sincerely,

Cristina Tysoe
January 24, 2024
Page 2

Tricia Sieg, Pharmacy Benefits Program Manager
Office of Strategic Health Policy
Department of Employee Trust Funds
tricia.sieg@etf.wi.gov
608-261-6006