



# Employee Health Benefits

## Troubleshooting for Medications

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If your medication was rejected, it does not always mean the medication is not covered. If this happens, follow the steps below and follow the link to the **Troubleshooting Guide for Medications** for more information.

1. Ask the Pharmacist Why the Prescription Was Rejected
2. Confirm Your Prescription Insurance Information
3. Contact Your Doctor if Prior Authorization Is Required
4. Ask Your Doctor About Alternative Medications
5. Contact Navitus Member Services

## Health Plan Update

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Beginning January 1, 2026, the requirements for coverage of GLP-1 medications for weight management were updated. Approvals prior to January 1, 2026, were grandfathered through March 31, 2026. After March 31, 2026, continued coverage will depend on meeting new criteria. To find out if you meet the new criteria, go to **[digbihealth.com/prism](https://digbihealth.com/prism)** and download the Digbi Health app.

Click [HERE](#) to view more information.



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Scan the QR code to download the Navitus app.