# ☑ Prescriber quick reference guide

## Humana Clinical Pharmacy Review

Pharmacy-supplied medications billed through the pharmacy benefit (Medicare Part D), including prior authorizations, step therapy, quantity limits and medication exceptions.

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| **Prior authorization:** | **Online:** CoverMyMeds<br>**Forms:** Humana prior authorization for professionally administered drugs website<br>**Drug lists:** Humana Drug Lists for providers website |
| **Fax number:** | 877-486-2621 |
| **Phone number:** | 800-555-CLIN (2546), Monday – Friday, 8 a.m. – 8 p.m., Eastern time |
| **Medicaid exceptions by mail:** | Humana Clinical Pharmacy Review<br>Attn: Prior Authorizations<br>P.O. Box 14601<br>Lexington, KY 40512-4601 |
| **Medicare exceptions by mail:** | Humana Clinical Pharmacy Review<br>Attn: Medicare Coverage Determination<br>P.O. Box 14601<br>Lexington, KY 40512-4601 |

## Humana Medication Intake Team

Provider-administered medications supplied and administered in a physician's office and billed as a medical claim (Medicare Part B).

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| **Prior authorization:** | **Forms:** Prior authorization for professionally administered drugs website<br>**Authorization and notification lists:** Provider prior authorization notification lists website |
| **Fax number:** | 888-447-3430 |
| **Phone number:** | 866-461-7273, Monday – Friday, 8 a.m. – 6 p.m., Eastern time |

## Humana contact information

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| **Claims address:** | The address is located on the patient's Humana member ID card. |
| **Pharmacy appeals — Medicaid:** | **Mail:**<br>Humana Insurance Company<br>Attn: Pharmacy Appeals Manager<br>P.O. Box 14359<br>Lexington, KY 40512-4359<br>**Fax number:** 877-486-2621 |
| **Pharmacy appeals — Medicare:** | **Mail:**<br>Attn: Pharmacy Appeals<br>P.O. Box 14165<br>Lexington, KY 40512<br>**Fax number:** 877-486-2621<br>Online redetermination: Prescription drug exceptions and appeals website |

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**CenterWell Pharmacy**
Mail-delivery pharmacy for maintenance medications and durable medical equipment.

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| **CenterWell Pharmacy® for Providers:** | **Phone number:** 800-967-9830, Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 4:30 p.m., Eastern time<br>**Fax number:** 800-379-7617 |
| **CenterWell Pharmacy® for Patients:** | **Phone number:** 800-379-0092, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time |
| **Online:** | CenterWell Pharmacy website |

**CenterWell Specialty Pharmacy**
Mail-delivery pharmacy for specialty medications.

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| **CenterWell Specialty Pharmacy® for Providers:** | **Phone number:** 800-486-2668, Monday – Friday, 8 a.m. – 8 p.m., Eastern time<br>**Fax number:** 877-405-7940 |
| **CenterWell Specialty Pharmacy® for Patients:** | **Phone number:** 800-486-2668, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time |
| **Online:** | CenterWell Specialty Pharmacy website |

Humana recognizes your patients have the sole discretion to choose their pharmacy and supports your independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in Humana's network. Humana-covered patients should check their plan documents to verify their prescription benefits.

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