



Prescriber quick reference guide

Humana Clinical Pharmacy Review (HCPR)

For medication supplied by a pharmacy and billed through the pharmacy benefit (Medicare Part D): medication prior authorization (PA), step therapy, quantity limits and medication exceptions

Authorization process	- You can obtain forms at Humana's prior authorization for professionally administered drugs webpage or submit your request electronically by visiting the CoverMyMeds website. - You can submit your request by fax to 877-486-2621. - You can view Humana Drug Lists by visiting Humana's provider Drug Lists webpage.
Questions	800-555-CLIN (2546), Monday – Friday, 8 a.m. – 8 p.m., Eastern time
Exceptions by mail	Medicaid: HCPR, Attn: Prior Authorizations, P.O. Box 14601, Lexington, KY 40512-4601 Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 14601, Lexington, KY 40512-4601
Humana Medication Intake Team	
For prior authorization of medication supplied and administered in a physician's office and billed as a medical claim (Medicare Part B)	
Prior authorization process	- You can obtain forms at Humana's prior authorization for professionally administered drugs webpage. - You can submit your request by fax to 888-447-3430. - You can view prior authorization and notification lists at Humana's prior authorization and notification lists webpage.
Questions	866-461-7273, Monday – Friday, 8 a.m. – 6 p.m., Eastern time
General Humana contact information	
Claims address	Located on the patient's Humana member ID card
Pharmacy appeals	Medicaid: Humana Appeals, P.O. Box 14546, Lexington, KY 40512-4546 - o Medicaid fax request: 800-949-2961 Medicare: Humana Appeals, P.O. Box 14165, Lexington, KY 40512-4165 - o Medicare fax request: 855-251-7594 To file a Medicare Part D redetermination online, visit Humana's prescription drug exceptions and appeals webpage.





Prescriber quick reference guide

CenterWell Pharmacy/CenterWell Specialty Pharmacy	
CenterWell Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	• Phone: 800-379-0092 (Fax: 800-379-7617), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time • Online: CenterWell Pharmacy
CenterWell Specialty Pharmacy® (mail-delivery pharmacy for specialty medications)	• Phone: 800-486-2668 (Fax: 877-405-7940), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time • Online: CenterWell Specialty Pharmacy

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.

