



An important message regarding Humana's COVID-19 response: May 2023 update

The federal public health emergency (PHE) related to COVID-19 is ending May 11, 2023. Humana's updated procedures are noted below.

Refill-too-soon edits

Humana will no longer override refill-too-soon (RTS) edits for COVID-19 after the end of the PHE. Humana will continue to monitor federal and state declarations and requirements, and it will continue to make disaster overrides available, as noted below, based on such requirements.

If you receive a denied Humana claim for an RTS edit, the claim will return the message "USE PAC 911911 for EXTENDED DSTR RELIEF." To override the RTS edit, resubmit the denied claim by providing PAC 911911 in National Council for Prescription Drug Programs (NCPDP) field vD.0 462-EV. Please note that other clinical and safety edits are still in place. If RTS is the only issue with the claim, the claim should adjudicate with the submission of PAC 911911.

Mail/delivery restrictions

Humana will continue to waive mail-delivery or home-delivery restrictions for retail-only pharmacies through Dec. 31, 2023. After Dec. 31, 2023, retail pharmacies must cease mailing non-same-day-delivery prescriptions for patients residing outside of the pharmacy's state. If a pharmacy would like to mail non-same-day-delivery prescriptions, including delivery outside of the pharmacy's state, the pharmacy can email pharmacycontractrequest@humana.com to request mail-order terms and conditions. Pharmacies are still required to comply with applicable federal and state laws, including state laws requiring licensure.

Signature log requirements

Signature log requirement for prescriptions filled on or after May 11, 2023, will require the following information. Humana Pharmacy Solutions® requires, at minimum, the following data elements on all signature logs and any additional information required by law:

- Date of fill
- Prescription number
- Patient (or patient representative) signature
- Date of pickup or delivery

Pharmacy audits

Humana and its audit vendor, Conduent Payment Integrity Solutions ("Conduent"), will continue performing desktop and onsite audits. If you have any questions related to a Conduent audit, please contact a member of our team at pharmacyvendormanagement@humana.com. If you have any questions about a Humana desktop audit, please contact a member of our team at pharmacyaudit@humana.com.

Submission requirements for Paxlovid™ co-pack emergency use authorization (EUA) – COVID-19 and molnupiravir (EUA) antiviral medications

Pharmacies should continue to follow the claim submission process below for antiviral medications supplied from the United States government supply. The standard submission process applies for antiviral medications not supplied by the federal government.

To receive payment of the \$12 dispense fee specific to COVID-19 antiviral medication, pharmacies must submit the claims with the NCPDP fields populated as shown in the following table:

Field number	NCPDP field name	Required administration information for processing
440-E5	Professional Service Code Field	MA (Medication Administration) or PE (Patient Education) AS (Patient Assessment)
438-E3	Incentive Amount Submitted Field	≥ \$0.00 to receive enhanced dispense fee of \$12
412-DC	Dispensing Fee Submitted	≥ \$0.00 (cannot be blank)
426-DQ	Usual and Customary Charge	> \$0.00
423-DN	Basis of Cost Determination	15 (free product or no associated cost)

This medication is covered for the following plans:

- Commercial
- Humana Healthy Horizons® in Florida
- Humana Healthy Horizons® in South Carolina
- Illinois-Humana Gold Plus Integrated (Dual-Demonstration)
- Medicare plans with Part D coverage only

Vaccine claim submission process

Pharmacies should continue to submit claims as noted below for the U.S. government supply of vaccines and to use the normal claim submission process for the non-government-supplied vaccines.

To receive payment of administration fees, pharmacies must submit the claims with the NCPDP fields populated as shown in the following table:

Field number	NCPDP field name	Required administration information for processing
440-E5	Professional Service Code Field	MA (Medication Administration)
438-E3	Incentive Amount Submitted Field	≥ \$0.00 (submit administration fee indicated below)
412-DC	Dispensing Fee Submitted	≥ \$0.00 (cannot be blank)
426-DQ	Usual and Customary Charge	> \$0.00
423-DN	Basis of Cost Determination	15 (free product or no associated cost)
420-DK	Submission Clarification Code (SCC)	2 for the first dose of a two-dose vaccine
420-DK	Submission Clarification Code (SCC)	2 for a single-dose vaccine
420-DK	Submission Clarification Code (SCC)	6 for the second dose of a two-dose vaccine
420-DK	Submission Clarification Code (SCC)	7 for additional dose
420-DK	Submission Clarification Code (SCC)	10 for vaccine booster (first and second dose)

Humana's Bank Identification Number (BIN) and Processor Control Number (PCN) combinations are the following:

	BIN	PCN
Non-Medicare	610649	03190000
Medicare PDP and MAPD, IL Dual-Demonstration	015581	03200000
Medicare Advantage (MA only)	610649	03200004
LINET	015599	05440000
CarePlus MAPD	015581	03200008
CarePlus MA-only	610649	03200000
Humana Healthy Horizons® in Florida	610649	03190000
Humana Healthy Horizons® in South Carolina	610649	03191504

Thank you for all you do to assist your Humana-covered patients. If you have questions regarding this information, please call **888-204-8349**.