

CenterWell Pharmacy can help improve outcomes for patients with chronic conditions

We work to promote medication adherence, reduce readmissions and offer savings



How CenterWell Pharmacy helps

CenterWell Pharmacy®, Humana's cost-sharing, mail-order pharmacy for most Humana Medicare Advantage prescription drug (MAPD) plans and prescription drug plans (PDP), makes it easier for customers to access the medication they need. We can help them get started on therapy and help keep them on track.

Cost-saving opportunities

- Research shows CenterWell Pharmacy reduces barriers for patients, which results in improved medication adherence. Patients with a 10%–20% year-over-year improvement in medication adherence see an associated **decrease in allowable medical costs** up to \$1,539 for diabetes, \$1,319 for hypertension and \$1,371 for hyperlipidemia on average.¹
- Patients who receive Extra Help (Low-Income Subsidy) may be eligible for a cost-share reduction or waiver. Other pharmacies may offer the same service.
- Patients with eligible MAPD plans may pay as low as \$0 for some Tier 1 and Tier 2 generic medications.
- CenterWell Pharmacy offers durable medical equipment (DME) for diabetic products and offers certain meters and their test strips and lancets at a **\$0 cost share**.*
- Patients also can save on Tier 3 and Tier 4 medications with 90-day pricing through mail order.
- CenterWell Pharmacy offers over-the-counter (OTC) products for patients whose MAPD plans include OTC allowances to save on out-of-pocket costs.

Fewer admissions per thousand

Studies have shown increased home-delivery usage from pharmacies, such as CenterWell Pharmacy, is closely correlated with **decreases in hospital admissions** and 30-day readmissions.² Hospital admissions per thousand were **-52, -74 and -88 points lower** for Humana members with diabetes, hypertension and hyperlipidemia, respectively.³

CMS Stars by the numbers

- Our mail-delivery service can improve medication adherence for patients taking multiple medications, as measured by Centers for Medicare & Medicaid Services (CMS) Stars. CenterWell Pharmacy users see up to a **7% increase in CMS medication adherence** scores compared to retail.[†]
- Patients who utilize CenterWell Pharmacy have up to 6.4% higher Statin Use in Persons with Diabetes completion rates and 2.63% higher Statin Therapy for Patients with Cardiovascular Disease completion rates versus non-CenterWell Pharmacy users.³

Other ways CenterWell Pharmacy can help your patients

- Patients can enroll, per-eligible-medication basis, in the auto-refill program. Patients will be notified when a medication needs to be refilled.
- Real-time order tracking lets patients know when their prescription will arrive. They can track their order every step of the way on **CenterWellPharmacy.com**, the CenterWell Pharmacy mobile app, or by email or text.
- Continuous glucose monitors are now available at CenterWell Pharmacy.
- CenterWell Pharmacy offers translation services, including Spanish-speaking associates.



Questions patients may ask

Is it safe to receive medications through the mail?

Medications are shipped in pouches that do not indicate there are medications inside. Temperature-sensitive medications are shipped overnight in specialized packaging.

If I'm not at home, can medications be delivered somewhere else?

Medications can be shipped anywhere the patient wants, such as a friend's or relative's home.

Does CenterWell Pharmacy have the capability to care for patients with accessibility issues?

We offer Braille labels, audio/talking labels and magnifying glasses to qualifying patients.

Can CenterWell Pharmacy help find prescription cost-saving opportunities?

Yes, CenterWell Pharmacy partners with patients and prescribers to identify potential lower-cost alternatives.

Getting started is easy



Your patients can:

- Call CenterWell Pharmacy at **800-379-0092 (TTY: 711)**.
- Visit CenterWell Pharmacy online at **CenterWellPharmacy.com** and activate their account, or sign in to fill new prescriptions, switch pharmacies or order refills.
- Download the CenterWell Pharmacy mobile app. Visit the Apple App Store® or Google Play®.



Providers can send in prescriptions via:

- E-prescribe: **NCPDP ID# 0353108**
- Phone: **800-967-9830** | Fax: **800-379-7617**



Questions?

Customer Care specialists are available.
Your patients can call **800-379-0092**,
Monday – Friday, 8 a.m. – 11 p.m., and Saturday,
8 a.m. – 6:30 p.m., Eastern time.



Visit **Humana.com/PrescribeToCenterWell**
or scan the above QR code now
to learn more about prescribing
with CenterWell Pharmacy.

* If the patient's plan has a medical deductible, it must be met for the patient to be eligible for \$0 cost share for supplies. Not all plans have a deductible. Patients can receive the meter and test strips through other DME providers or pharmacies, but standard Part B coinsurance will apply.

† CMS Stars Part D Operations Dashboard by CenterWell Pharmacy.

References

1. "The Value of Incremental Gains," Pharmacy Analytics and Consulting, 2021.
2. "P360 Regression Model," Deloitte Analytics and Consulting, 2021.
3. "Estimating the Value of Humana Pharmacy Usage with Causal Diagrams and Bayesian Additive Regression Trees: A Study of Medical Costs and Medication Adherence Rates at the Member Level," Pharmacy Analytics and Consulting, 2019.

Patients should contact their plan for more information. Limitations, copayments and restrictions may apply. Benefits and member cost share may change on Jan. 1 of each year. Patients have the sole discretion to choose their pharmacy and expects that prescribers will use their independent medical judgment when discussing pharmacy choices with their patients. Other pharmacies are available in Humana's network.

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