

Supporting your practice by helping patients adhere to their medications

On average, adherence rates for Humana members using CenterWell Pharmacy are 6% higher than retail*



How CenterWell Pharmacy helps

CenterWell Pharmacy™ mail delivery makes it easier for its customers to access the medication they need. We can help them get started on therapy and help keep them on track.

Medication adherence by the numbers

Patients who utilize CenterWell Pharmacy have up to **6.4% higher** Statin Use in Persons with Diabetes completion rates versus non-CenterWell Pharmacy users for three disease states: diabetes, hypertension and hyperlipidemia.†

Cost-saving opportunities

- On average, CenterWell Pharmacy users **could save \$655 in medical costs** versus non-CenterWell Pharmacy users.†
- Most patients pay **zero out-of-pocket costs**.
- Patients with eligible Medicare Advantage prescription drug plans will have no copay for most Tier 1 and Tier 2 generic medications.
- Patients may be eligible for subsidized copays for Extra Help (Low-Income Subsidy) beneficiaries.‡
- 90-day pricing and low-cost alternatives may be available.

Automatic refills

Patients can enroll, on a per-eligible-medication basis, in the auto-refill program. Eligible medications include prescriptions filled and shipped one time prior to enrollment in the auto-refill program.

Medication synchronization

The CenterWell Pharmacy medication sync service makes managing refills easy by aligning multiple prescription refill dates so patients receive them all at the same time in one convenient shipment.

Medication reminders

Our mobile app helps keep patients on track by allowing them to set reminders for the date and time medications should be taken.

Refill reminders

CenterWell Pharmacy notifies patients by email, phone or text message when their prescriptions need to be refilled.

Accuracy

Two pharmacists double-check orders and review each new prescription for possible drug-to-drug or drug-to-disease interactions.

Tracking technology

CenterWell Pharmacy keeps patients up to date on when their order will arrive so they can promptly retrieve it from the mail.

Medication adherence tips

- Ask if transportation is an issue. Mail-order pharmacies will deliver prescriptions directly to the patient's home, eliminating trips to the pharmacy.
- Encourage adherence by providing a 90-day prescription and use of automatic refills for maintenance drugs.
- Recommend the use of automated technology, such as the CenterWell Pharmacy mobile app, that can send reminders and refills in case the patient forgets.
- Provide an updated prescription to the pharmacy if the patient's medication dose has changed since the original prescription was filled.
Example: Change therapy frequency or dosage if the patient is pill cutting or taking medication every other day.
- Talk with patients to identify and resolve patient-specific adherence barriers.
- Reinforce patients' understanding of the expected duration of the therapy and the role of diabetes, cholesterol and hypertension medications in managing certain conditions.

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: **800-379-0092** | 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 now** to learn more about
prescribing with CenterWell Pharmacy.

* Stars Adherence Regional Dashboard produced by CenterWell Pharmacy.

† "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, 2021.

‡ Competitor pharmacies may have similar policies.

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. CenterWell Pharmacy recognizes that patients have the sole discretion to choose their pharmacy and expects that prescribers will use their independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in the network.

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