



Prescriber quick reference guide

Humana Clinical Pharmacy Review (HCPR)

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

Authorization process	<ul style="list-style-type: none">• Obtain forms at Humana.com/PA or submit your request electronically by visiting www.covermymeds.com/main/prior-authorization-forms/humana/.• Submit request by fax to 877-486-2621.• To view Humana Drug Lists, go to Humana.com/DrugLists.
Requirements for prior authorization fax form	<ul style="list-style-type: none">• National Provider Identifier• Member address• Prescriber address• Time period and outcome of past therapy (tried/failed) <p>Note: Include medical records only for medical necessity or off-label-use review (not for every submission).</p>
Questions	800-555-CLIN (2546), Monday – Friday, 8 a.m. – 8 p.m.
Exceptions by mail	<ul style="list-style-type: none">• Commercial and Medicaid: HCPR, Attn: Prior Authorizations, P.O. Box 14601, Louisville, KY 40512• Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 14601, Louisville, KY 40512

Humana Medication Intake Team (MIT)

For preauthorization of medication supplied and administered in a physician's office and billed as a medical claim (Part B for Medicare)

Precertification process	<ul style="list-style-type: none">• Obtain forms at Humana.com/MedPA.• Submit request by fax to 888-447-3430.• View preauthorization and notification lists at Humana.com/PAL.
Questions	866-461-7273, Monday – Friday, 8 a.m. – 8 p.m., Eastern time

General Humana contact information

Claims address	Located on the patient's Humana member ID card
Pharmacy appeals	<ul style="list-style-type: none">• Commercial and Medicaid: Humana Appeals, P.O. Box 14546, Lexington, KY 40512-4546<ul style="list-style-type: none">◦ Commercial fax request: 888-556-2128◦ Medicaid fax request: 800-949-2961• Medicare: Humana Appeals, P.O. Box 14165, Lexington, KY 40512-4165<ul style="list-style-type: none">◦ Fax request: 855-251-7594 <p>To file a Medicare Part D redetermination online, visit Humana.com/Redetermination.</p>

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CenterWell Pharmacy/CenterWell Specialty Pharmacy	
CenterWell Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	<ul style="list-style-type: none">• 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• CenterWellPharmacy.com
CenterWell Specialty Pharmacy® (mail-delivery pharmacy for specialty medications)	<ul style="list-style-type: none">• 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• CenterWellSpecialtyPharmacy.com



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.