



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 going to www.covermymeds.com/epa/Humana Submit request by fax to 877-486-2621 <p>To view Humana drug lists, go to Humana.com/druglists</p>
Requirements for prior authorization fax form	<ul style="list-style-type: none"> National Provider Identifier (NPI) Address of member Address of prescriber 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 (555-2546) , Monday – Friday, 8 a.m. – 6 p.m., Eastern time
Exceptions by mail	<p>Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 33008, Louisville, KY 40232</p> <p>Commercial and Medicaid: HCPR, Attn: Prior Authorizations, P.O. Box 33008, Louisville, KY 40232</p>

Humana Medication Intake Team (MIT)

For medication supplied and administered in a physician’s office and billed as a medical claim (Part B for Medicare); also considered medication preauthorization/precertification

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. – 6 p.m., Eastern time

General Humana contact information

Claims address	Located on the patient’s Humana member ID card
Pharmacy appeals	<p>Commercial and Medicaid: Humana Appeals, P.O. Box 14546, Lexington, KY 40512-4546</p> <p>Medicare: Humana Appeals, P.O. Box 14165, Lexington, KY 40512-4165</p> <p>Expedited faxes for urgent requests: 800-949-2961; standard faxes for non-urgent requests: 888-556-2128</p> <p>To file a Part D redetermination online: Humana.com/Redetermination</p>

Humana Pharmacy

Humana Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	800-379-0092 (Fax: 800-379-7617), Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 6 p.m., Eastern time; HumanaPharmacy.com
Humana Specialty Pharmacy® (mail-delivery pharmacy for specialty medications)	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; HumanaSpecialty.com/prescriber-rx
PrescribeIT Rx (mail delivery for Florida Medicaid)	800-526-1490 (Fax: 800-526-1491), Monday – Friday, 8 a.m. – 5 p.m., Eastern time; prescribeitrx.com

Humana recognizes that your patients have the sole discretion to choose their pharmacy. Also, we support your independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in our network. Humana members should check their plan documents to verify their prescription benefits.

