



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. 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 (NPI) 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 33008, Louisville, KY 40232 Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 33008, Louisville, KY 40232

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. – 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 Medicare: Humana Appeals, P.O. Box 14165, Lexington, KY 40512-4165 <p>Expedited faxes for urgent requests: 800-949-2961 Standard faxes for nonurgent requests: 888-556-2128 To file a Medicare Part D redetermination online: Humana.com/Redetermination</p>



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CenterWell Pharmacy

CenterWell Pharmacy™ (mail-delivery pharmacy for maintenance medications and durable medical equipment)

- 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](https://www.CenterWellPharmacy.com)

CenterWell 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
- [CenterWellSpecialtyPharmacy.com](https://www.CenterWellSpecialtyPharmacy.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.