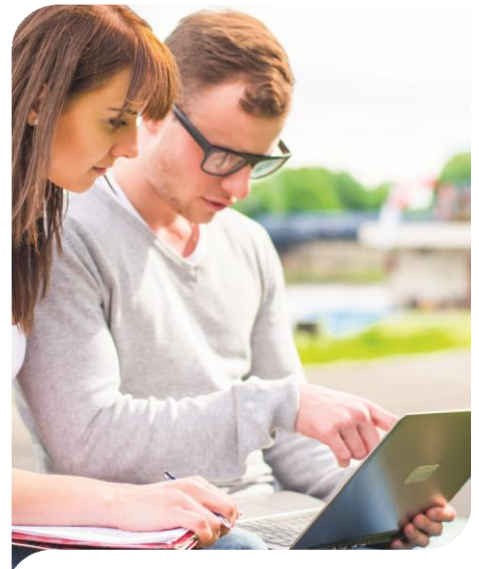


Electronic prescribing

Important information for prescribers



Humana Pharmacy® offers maintenance medications and specialty medications (including supplies) and accepts electronic controlled-substance prescriptions. If your patient is interested in mail delivery, you can transmit your patient's prescription directly to Humana Pharmacy by selecting the appropriate option in your prescribing tool.

Humana Pharmacy Mail Delivery



If you are prescribing a maintenance medication for your patient, be sure to choose Humana Pharmacy Mail Delivery from your e-prescribing software.

Humana Specialty Pharmacy



If you are prescribing a specialty medication for a patient with a chronic or complex condition, be sure to choose Humana Specialty Pharmacy from your e-prescribing software.



Contact information

Humana Pharmacy Mail Delivery
NCPDP ID# 0353108
Address: 9843 Windisch Rd.,
West Chester, OH 45069
Phone: **1-800-379-0092**
Fax: **1-800-379-7617**

Humana Specialty Pharmacy
NCPDP ID# 3677955
Address: 9843 Windisch Road,
West Chester, OH 45069
Phone: **1-800-486-2668**
Fax: **1-877-405-7940**

Or visit us online at [HumanaPharmacy.com](https://www.humanapharmacy.com)

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Pharmacy.

Please note: The phone number in the SureScripts Admin Console for Humana Pharmacy Mail Delivery is 1-800-967-9830. The fax number in the SureScripts Admin Console for Humana Pharmacy Mail Delivery is 1-877-210-5324.

Preventing follow-up faxes and delays

E-prescribing minimizes the need for prescribers to send and receive faxes. However, Humana Pharmacy may send follow-up faxes about a prescription when:

- The electronic prescription **does not contain enough information** to allow us to verify the patient's identity. Please include the patient's address and, if possible, Humana member ID number (using the patient ID or Rx comments section).
- The prescription contains **conflicting information**.
- We believe a **medication may have been prescribed in error**.
- We receive a prescription for a **patient who is not eligible** to use Humana Pharmacy.

Please ask your Humana-covered Medicare patients to call **1-800-379-0092** and provide their approval to dispense and ship prescriptions.

Prescriptions for controlled substances

Humana Pharmacy accepts e-prescriptions for Schedule II – V controlled-substance medications. Prescribing medications electronically helps to ensure patient safety, efficiency and convenience.

Canceling prescriptions

Humana Pharmacy Mail Delivery now accepts CancelRx electronic requests from prescribers to cancel prescriptions from a patient's medication profile.

Tips for
a successful
transaction
with Humana
Pharmacy



Electronic refills

Your e-prescribing software must be enabled to receive refill notifications from Humana Pharmacy and other pharmacies, and each physical location of a practice must be enabled separately. Contact your software vendor if you are not receiving electronic refill information from any pharmacy or if you cannot locate **Humana Pharmacy** or **Humana Specialty Pharmacy** in your software.

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