

Electronic prescribing

Important information for prescribers



CenterWell 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 CenterWell Pharmacy by selecting the appropriate option in your prescribing tool.

CenterWell mail delivery

If you are prescribing a maintenance medication for your patient, be sure to choose CenterWell Pharmacy mail delivery from your e-prescribing software.



Contact information:

Humana Pharmacy Mail Delivery
(Now CenterWell Pharmacy Mail Delivery)
NCPDP ID# 0353108
Address: 9843 Windisch Road
West Chester, OH 45069
Phone: **800-379-0092 (TTY:711)**
Fax: **800-379-7617**

Or visit us online at CenterWellPharmacy.com

Please note: The phone number in the SureScripts Admin Console for CenterWell Pharmacy mail delivery is **800-967-9830**. The fax number in the SureScripts Admin Console for CenterWell Pharmacy mail delivery is **877-210-5324**.



Formerly **Humana Pharmacy**

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CenterWell Specialty Pharmacy

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



Contact information:

Humana Specialty Pharmacy
(Now CenterWell Specialty Pharmacy)
NCPDP ID# 3677955
Address: 9843 Windisch Road
West Chester, OH 45069
Phone: **800-486-2668 (TTY: 711)**
Fax: **833-982-2367**



Preventing follow-up faxes and delays

E-prescribing minimizes the need for prescribers to send and receive faxes. However, CenterWell 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 CenterWell Pharmacy. Please ask your Humana-covered Medicare patients to call **800-379-0092** and provide their approval to dispense and ship prescriptions.

Prescriptions for controlled substances

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

Canceling prescriptions

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

Tips for a successful transaction with CenterWell Pharmacy



Electronic refills

Your e-prescribing software must be enabled to receive refill notifications from CenterWell 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 CenterWell Pharmacy or CenterWell Specialty Pharmacy in your software.



Formerly **Humana Pharmacy**

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