



# Prescriber quick reference guide

## Humana clinical pharmacy review (HCPR) – Puerto Rico

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"> <li>Obtain forms at <a href="http://Humana.com/PA">Humana.com/PA</a> or submit your request electronically by going to <a href="http://www.covermymeds.com/epa/Humana">www.covermymeds.com/epa/Humana</a>.</li> <li>Submit request by fax to 855-681-8650.</li> <li>To view Humana drug lists, go to <a href="http://Humana.com/DrugLists">Humana.com/DrugLists</a>.</li> </ul>
Requirements for prior authorization fax form	<ul style="list-style-type: none"> <li><b>National Provider Identifier (NPI)</b></li> <li>Member's name, address, date of birth and Humana member ID number</li> <li>Name and address of prescriber</li> <li>Time period and outcome of past therapy (tried/failed)</li> </ul> <p><b>Note:</b> Include medical records only for medical necessity or off-label-use review (not for every submission).</p>
Questions	866-488-5991, Monday – Friday, 8 a.m. – 6 p.m., local time
Exceptions by mail	<ul style="list-style-type: none"> <li><b>Medicare:</b> HCPR, Attn: Medicare Coverage Determination, P.O. Box 195560 San Juan, PR 00919-5560</li> <li><b>Commercial:</b> HCPR, Attn: Pharmacy Prior Authorizations, P.O. Box 191920 San Juan, PR 00919-1920</li> </ul>

## Medication intake team (MIT) – Puerto Rico

For medication supplied and administered in a physician's office, home or outpatient setting and billed as a medical claim (Part B for Medicare); also considered medication preauthorization/precertification and Part B step therapy.

Precertification process	<ul style="list-style-type: none"> <li>Submit request by fax to 1-800-594-5309 (Medicare plans) or 1-800-658-9457 (commercial plans).</li> <li>View preauthorization and notification lists at <a href="http://Humana.com/PAL">Humana.com/PAL</a></li> </ul>
Questions	866-488-5995 for Medicare requests and 800-314-3121 for commercial requests Monday – Friday, 8:30 a.m. – 5:30 p.m. local time

## General Humana contact information

Claims address	Located on the member's Humana ID card
Pharmacy appeals	<ul style="list-style-type: none"> <li><b>Medicare:</b> Grievance and Appeals, P.O. Box 195560, San Juan, PR 00919-5560</li> <li><b>Commercial:</b> Grievance and Appeals, P.O. Box 191920, San Juan, PR 00919-1920</li> </ul> <p>Fax: 800-595-0462 To file a Part D redetermination online: <a href="http://Humana.com/Redetermination">Humana.com/Redetermination</a></p>



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<b>CenterWell Pharmacy</b>	
CenterWell Pharmacy™ (mail-delivery pharmacy for maintenance medications and durable medical equipment)	<ul style="list-style-type: none"><li>• <b>800-379-0092</b> (Fax: <b>800-379-7617</b>), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time</li><li>• <b><a href="https://www.CenterWellPharmacy.com">CenterWellPharmacy.com</a></b></li></ul>
CenterWell Specialty Pharmacy™ (mail-delivery pharmacy for specialty medications)	<ul style="list-style-type: none"><li>• <b>800-486-2668</b> (Fax: <b>877-405-7940</b>), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time</li><li>• <b><a href="https://www.CenterWellSpecialtyPharmacy.com">CenterWellSpecialtyPharmacy.com</a></b></li></ul>



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.