



# Prescriber quick reference guide

## Humana Clinical Pharmacy Review (HCPR) – Puerto Rico

For medication supplied by a pharmacy and billed through the pharmacy benefit (Medicare Part D): medication prior authorization (PA), step therapy, quantity limits and medication exceptions

Authorization process	<ul style="list-style-type: none"> <li>You can obtain forms at <a href="#">Humana's prior authorization for professionally administered drugs webpage</a> or submit your request electronically by visiting the <a href="#">CoverMyMeds website</a>.</li> <li>You can submit your request by fax to 855-681-8650.</li> <li>You can view Humana Drug Lists by visiting Humana’s provider <a href="#">Drug Lists webpage</a>.</li> </ul>
Questions	866-488-5991, Monday – Friday, 8 a.m. – 8 p.m., Atlantic time
Exceptions by mail	HCPR, Attn: Medicare Coverage Determination, P.O. Box 195560, San Juan, PR 00919-5560

## Humana Medication Intake Team– Puerto Rico

For prior authorization of medication supplied and administered in a physician’s office, home or outpatient setting and billed as a medical claim (Medicare Part B)

Prior authorization process	<ul style="list-style-type: none"> <li>You can submit your request by fax to 800-594-5309.</li> <li>You can view prior authorization and notification lists at Humana’s provider <a href="#">prior authorization and notification lists webpage</a>.</li> </ul>
Questions	866-488-5995, Monday – Friday, 8:30 a.m. – 5:30 p.m., Atlantic time

## General Humana contact information

Claims address	Located on the patient’s Humana member ID card
Pharmacy appeals	<ul style="list-style-type: none"> <li>Mail: Grievance and Appeals, P.O. Box 195560, San Juan, PR 00919-5560</li> <li>Fax: 800-595-0462</li> <li>To file a Medicare Part D redetermination online, visit Humana’s prescription drug <a href="#">exceptions and appeals webpage</a>.</li> </ul>





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<b>CenterWell Pharmacy/CenterWell Specialty Pharmacy</b>	
CenterWell Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	<ul style="list-style-type: none"><li>• Phone: 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</li><li>• Online: <a href="#">CenterWell Pharmacy</a></li></ul>
CenterWell Specialty Pharmacy® (mail-delivery pharmacy for specialty medications)	<ul style="list-style-type: none"><li>• Phone: 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</li><li>• Online: <a href="#">CenterWell Specialty Pharmacy</a></li></ul>



Humana recognizes your patients have the sole discretion to choose their pharmacy and supports your independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in Humana’s network. Humana-covered patients should check their plan documents to verify their prescription benefits.