



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"> Obtain forms at Humana.com/PA or submit your request electronically by going to www.covermy meds.com/epa/Humana Submit request by fax to 855-681-8650 View Humana drug lists at Humana.com/druglists
Requirements for fax form	<ul style="list-style-type: none"> National Provider Identifier (NPI) Member's name, address, date of birth and Humana member ID number Name and address of prescriber 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	866-488-5991 , Monday – Friday, 8 a.m. – 6 p.m., local time
Exceptions by mail	<p>Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 191920, San Juan, PR 00919-1920</p> <p>Commercial: HCPR, Attn: Pharmacy Prior Authorizations, P.O. Box 191920, San Juan, PR 00919-1920</p>

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"> Submit request by fax to 1-800-594-5309 (Medicare plans) or 1-800-658-9457 (commercial plans). View preauthorization and notification lists at Humana.com/PAL
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	<p>Commercial and Medicare: Humana Insurance of Puerto Rico Inc., Grievance and Appeals, P.O. Box 191920, San Juan, PR 00919-1920 (Fax: 800-595-0462)</p> <p>To file a Part D redetermination online: Humana.com/Redetermination</p>

Humana Pharmacy

Humana Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	800-379-0092 (Fax: 800-379-7617), Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 6 p.m., Eastern time; HumanaPharmacy.com
Humana 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; HumanaSpecialty.com/prescriber-rx



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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.