



# Welcome to your Humana Select Rx Network



Humana has teamed up with Walmart, CVS, HEB and Publix to save you more

With Humana Select Rx Network, you can purchase prescriptions at more than 17,000 Walmart®, CVS® (including Target locations), HEB® and Publix® pharmacies.<sup>1</sup> For added convenience, you can also purchase prescriptions using CenterWell Pharmacy™, Humana's mail-delivery pharmacy.



## Important to know

**It is important to use the pharmacies in your network.** If you use an out-of-network retail or mail-delivery pharmacy, you pay 100% of the cost upfront. Depending upon your plan design, there may be an out-of-network benefit.



<sup>1</sup>Humana data on file, 2021.



# Your pharmacy network

## In-network pharmacies, nationwide, from names you trust



### Retail pharmacies

With your Humana Select Rx Network, your in-network retail pharmacies are Walmart, CVS (including Target locations), HEB and Publix. The Walmart network of stores includes Walmart, Sam's Club, Neighborhood Market and Walmart Express. Many CVS locations are open 24 hours a day, seven days a week. These major pharmacies have thousands of locations to serve you.



### Mail-delivery pharmacy

Humana's mail-delivery pharmacy offers you savings as well as convenience. It's simple! Instead of picking up your medications every month, have them mailed to your home or location of your choice.

Visit **CenterWellPharmacy.com** to order a new prescription or switch an existing one. You also can have your doctor electronically submit, fax or call in your prescription. Find out more by visiting **CenterWellPharmacy.com**, or call **888-538-3518 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Saturday, 9 a.m. – 6 p.m., Eastern time.



Start saving with your new pharmacy network today.

For questions regarding your pharmacy network or benefits, please call the number on the back of your Humana member ID card.



### Use Humana's pharmacy tools

The pharmacy-pricing tools and information in the member section of **Humana.com** will help you get the most value from your prescription drug benefit. They'll also help you find potential cost savings:

- **Pharmacy locator.** Find a Walmart, CVS, HEB or Publix location near you. Find out distance, pharmacy hours, phone numbers and driving directions or if you can get your medicines at CenterWell Pharmacy.
- **Drug pricing tool.** View estimated prices of your prescription based on the pharmacy you select and save money by exploring your lower-cost drug alternatives.
- **Drug List search.** Use our online drug coverage search to look up a specific medicine and view coverage details, possible generic equivalents and alternatives.



### Save money on prescriptions

#### Save even more with generic drugs

Generic drugs have the same active ingredients as brand-name drugs and are prescribed for the same reasons. But the cost for generic drugs is usually lower than the cost for brand-name drugs.

#### If you're concerned about your drug costs:

- **Ask your doctor** whether a generic option is available.
- **Tell your pharmacist** you want generics when they're available.
- **Use the pharmacy tools** on MyHumana or MyHumana Mobile app to determine individual drug costs.

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write your Humana insurance agent or the company. In the event of any disagreement between this communication and the plan document, the plan document will control.

Other pharmacies may be available in our network. You can locate network pharmacies by visiting [Humana.com/finder/pharmacy](https://www.humana.com/finder/pharmacy).



## Important

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك