

What to know before you fill your prescriptions – prior authorization

Understanding your pharmacy benefits



You may take prescription medicines to stay healthy. You may take some prescriptions for a short time, like an antibiotic to treat an infection. You may take other prescriptions all the time to treat problems like high blood pressure. Either way, it's important to know if your prescription needs prior authorization before you have it filled.

What is pharmacy prior authorization?

Some prescriptions need to be approved in advance to be covered under your pharmacy benefits. For these prescriptions to be covered, your doctor must get approval from Humana. When this happens, it's called "prior authorization."

Why do some prescriptions need prior authorization?

We ask for prior authorization to make sure new prescriptions won't interfere with other prescriptions you're taking or add unnecessary costs. Prior authorization helps keep you safe, which is very important if you're taking certain prescriptions.

Prescriptions requiring prior authorization are typically costly, are only approved for certain conditions and may require patient monitoring. For example, if you have diabetes, and your doctor wants you to try a new prescription, we may need to authorize this new prescription before you fill it.

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How do I know if my prescription needs prior authorization?

Each time your doctor issues a new prescription; ask them if it needs prior authorization. You also can:

- Sign in to MyHumana, your personal, secure online account on **Humana.com**, and click “Drug Pricing” under “Plan Tools” at the bottom of the page
- Call Humana Customer Care at the number on the back of your Humana member ID card
- Visit **Humana.com/DrugList**

What should I do if my prescription needs prior authorization?

If your prescription needs prior authorization, your doctor must contact Humana Clinical Pharmacy Review (HCPR) at **1-800-555-2546** to ask for approval. HCPR is available Monday - Friday, 8 a.m. - 8 p.m., local time. Your doctor also can use tools available on **Humana.com/Providers**. We will notify your doctor once the request has been processed.

What happens after my doctor asks for prior authorization?

A team of pharmacists will review your doctor’s request and either approve or deny it.

If your doctor’s request is approved, your pharmacy benefits will cover your prescription. You’ll pay any applicable coinsurance or copayment amounts if you buy the prescription.

If your doctor’s request is denied, your pharmacy benefits won’t cover your prescription. You can still purchase the prescription but you’ll pay the full cost. Or, you can ask your doctor if there’s another prescription that’s right for you. There may be other prescriptions covered by your benefits that will work just as well but don’t need prior authorization.

How long will it take to get prior authorization for my prescription?

After your doctor gets us all of the information we need, the request will be approved or denied within five business days. We’ll mail letters to you and to your doctor with our decision.

Please contact your doctor to discuss other options. Your doctor can ask for an exception to our decision by contacting Humana Clinical Pharmacy Review (HCPR) at **1-800-555-2546**, Monday - Friday, 8 a.m. - 8 p.m., local time.

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