

Appendix A: Related resources

Humana pharmacy help desk	For refill-too-soon overrides and prior authorization status, call 1-800-865-8715 , and press “2.” For other claims-processing questions, press “3.”
Humana member customer service	IL MMAI: 1-800-787-3311 VA CCC: 1-855-280-4002 FL MMA: 1-800-477-6931 IL ICP: 1-800-764-7591
Humana Clinical Pharmacy Review (HCPR)	1-800-555-CLIN (1-800-555-2546) U.S. fax: 877-486-2621 Puerto Rico HCPR phone: 1-866-488-5991 Puerto Rico HCPR fax: 1-866-423-0486
Humana Pharmacy Solutions network contracting	Fax: 1-877-650-2334 Email: pharmacycontracting@humana.com and/or hpsnetworks@Humana.com
Humana Ethics Help Line	1-877-5-THE-KEY (1-877-584-3539)
Argus reconciliation line	1-866-211-9459
Humana’s pharmacist website	Visit Humana.com/pharmacists to access payer sheets, pharmacy news bulletins, the Humana Pharmacy Audit Guide and many other resources.
Pharmacist self-service website assistance	Email: hpsnetworks@Humana.com