

Pricing Dispute Process for Commercial, Medicare and Medicaid

Network pharmacies have the right to directly submit a request to appeal, investigate, or dispute Maximum Allowable Cost (MAC) reimbursement amount to Humana within sixty (60) calendar days of the initial claim. The pharmacy may submit their request to appeal, investigate, or dispute maximum allowable cost pricing in writing to Humana by fax [855-381-1332] or e-mail [pharmacypricingreview@humana.com]. The pharmacy may contact Humana at 888-204-8349 to speak to a representative regarding their request. All of the following must be included in the request:

1. Pharmacy Name;
2. Pharmacy Address;
3. Pharmacy NPI;
4. Drug name;
5. Drug strength;
6. Drug NDC;
7. Date of initial fill;
8. Quantity of fill;
9. Relevant documentation that supports the MAC is below the cost available to the pharmacy; and
10. Any other supporting documentation as needed.

Responses will be made to network pharmacy within five (5) business days of receipt by Humana. In the event the MAC appeal is denied, Humana will provide the reason for the denial, and will identify a national drug code(s) of the drug product at or below the current MAC price. In the event the MAC appeal is approved, Humana will make a retroactive adjustment to the MAC price to the date of the disputed claim(s). Pharmacy shall be responsible for resubmission of claim and collection and/or refunding of any Copayment amounts from Member(s).

Please Note: timelines may vary state to state, and are subject to change.

Pharmacy MAC List Location

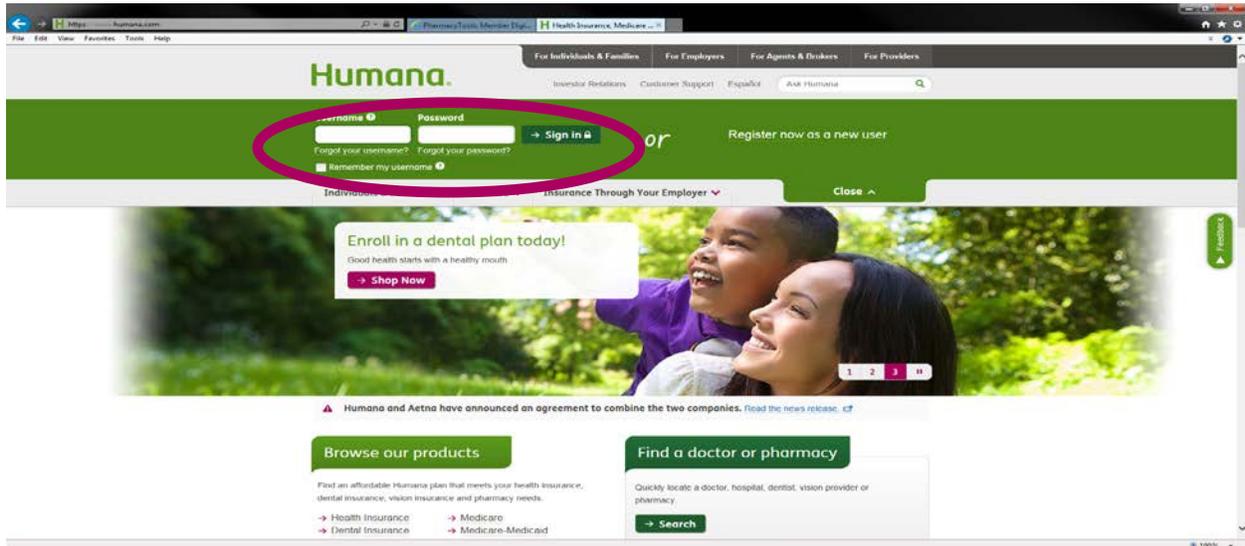
When an in-network pharmacy needs to locate the current MAC list, the pharmacy can follow the below steps in order to obtain the most recent MAC list.

When a pharmacy goes to www.Humana.com, they will see this screen below. The pharmacy needs to click on the green “Sign in or Register” button.

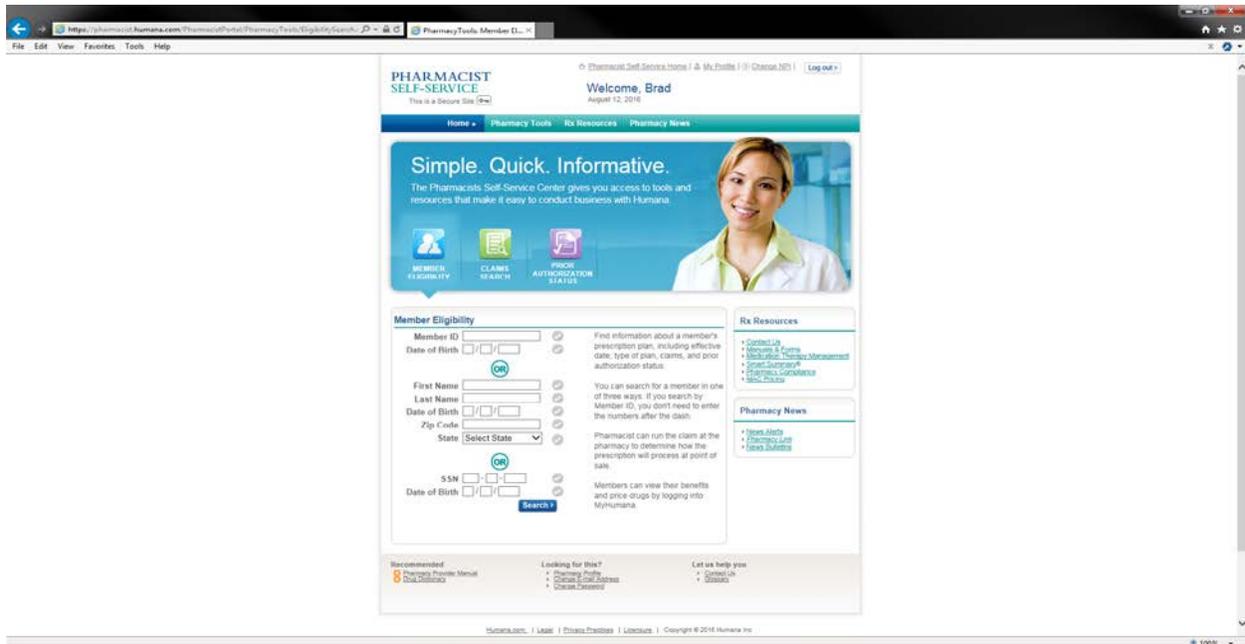


Once there, the pharmacy clicks on the green “Sign in or Register button,” the dropdown that is shown below appears. The pharmacy will then enter the username and password that they setup at the time they contracted with Humana in the applicable boxes. If the pharmacy is unsure of their username and

password, they will need to contact the Pharmacy Contracting team at pharmacycontracting@humana.com and ask them to reset their WEB Portal account.



Once the pharmacy logs into the portal, the screen below is shown. If the pharmacy wants to get the current MAC list, which includes recent updates, they will need to click on the blue link on the right hand side of the screen that is titled “MAC Pricing.”



Once the pharmacy clicks that link, the below page is opened up in a new tab. This is the current MAC list that is applicable to the NPI that the pharmacy used to register their account.

Effective Date: 8/17/2016

**Rows highlighted in yellow indicate a retroactive MAC adjustment has been made as a result of a granted appeal for this MAC update. The retroactive MAC adjustment will be effective to the initial date of service the appealed drug was dispensed as indicated with the effective date below.

Humana Corporate MAC List

GCN	Generic Name	Eff Date	End Date	Price
13960	Diclofenac Potassium 50 Mg Tablet			
14602	Fluphenazine Hcl 1 Mg Tablet			
14604	Fluphenazine Hcl 2.5 Mg Tablet			
14605	Fluphenazine Hcl 5 Mg Tablet			
31070	Betamethasone Dipropionate 0.05 % Oint. (g)			
39541	Dicloxacillin Sodium 250 Mg Capsule			
39542	Dicloxacillin Sodium 500 Mg Capsule			
48851	Clarithromycin 500 Mg Tablet			
50741	Sumatriptan Succinate 6 Mg/0.5ml Pen Injctr			
61199	Azithromycin 200 Mg/5ml Susp Recon			
00030	Fluvastatin Sodium 20 Mg Capsule			
00030	Fluvastatin Sodium 20 Mg Capsule			
00030	Fluvastatin Sodium 20 Mg Capsule			
00030	Fluvastatin Sodium 20 Mg Capsule			

If the pharmacy wants to save this MAC list as a PDF, they need to hover the mouse down to the bottom middle part of their screen. The gray popup box that is shown below will appear. From there, the pharmacy will click on the disk on the right hand side of the screen, and it will prompt the pharmacy to save the applicable file.

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Save a copy (Shift+Ctrl+S)

As you scroll through the listing (via WEB or PDF), you will notice that some lines have been highlighted in **YELLOW** (see below). This indicates that the drug's pricing was changed as a result of a MAC appeal. The highlighted row is the new change that is the current updated price that was the result of an appeal.

Effective Date: 8/17/2016

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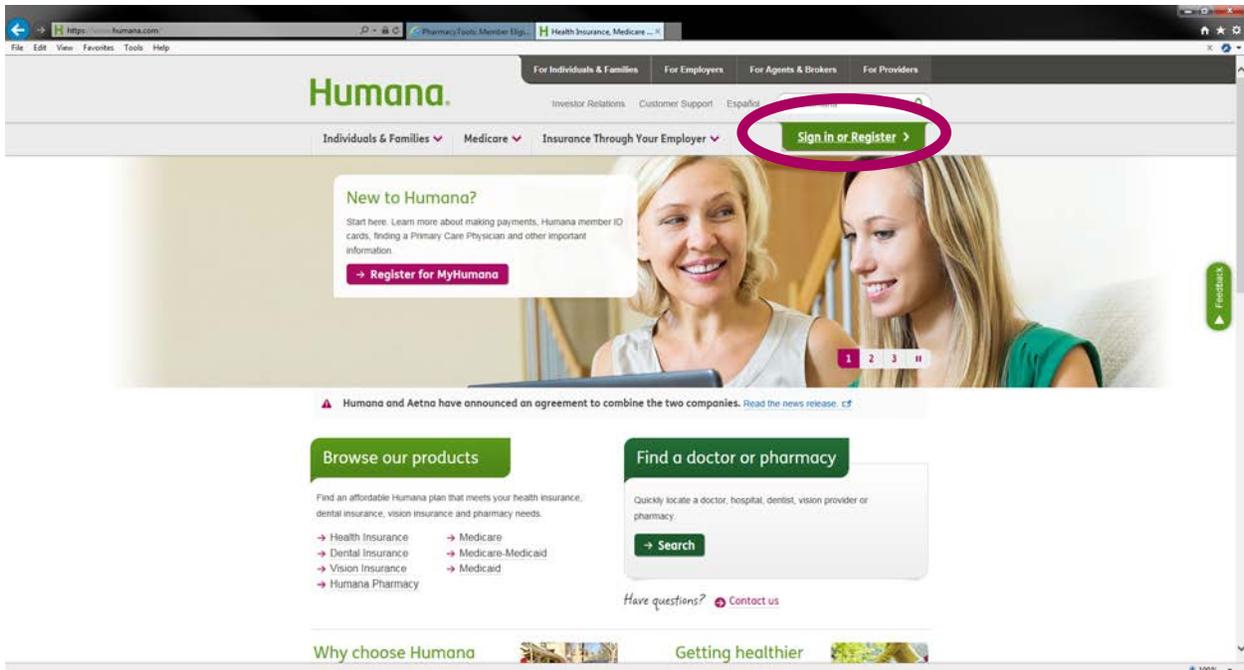
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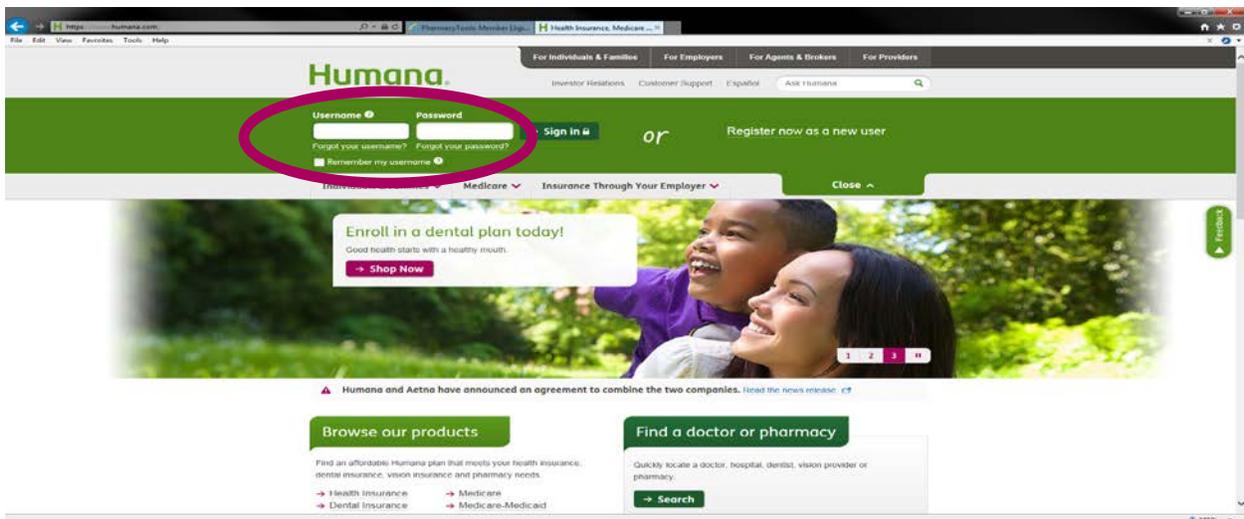
Pricing Review Form Location

When an in-network pharmacy needs to submit a pricing dispute, the pharmacy can follow the below steps in order to obtain the pricing review form that needs to be submitted to Humana for any claim that they wish to dispute pricing on.

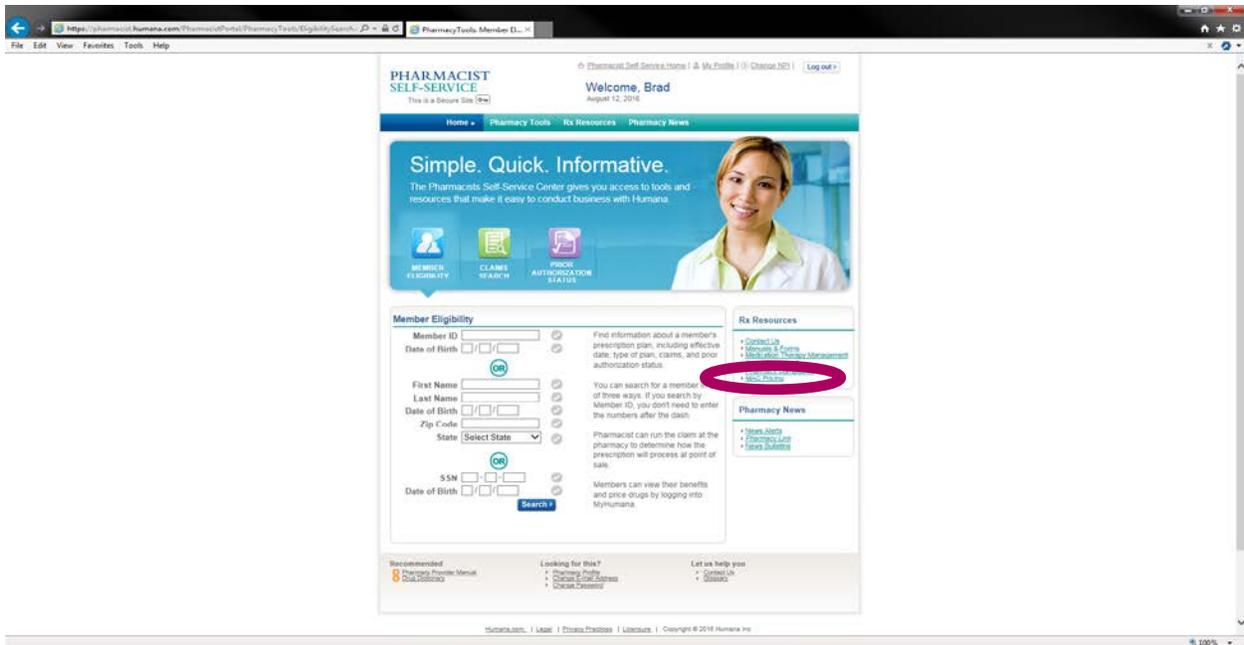
When a pharmacy goes to www.Humana.com, they will see this screen below. The pharmacy needs to click on the green "Sign in or Register" button.



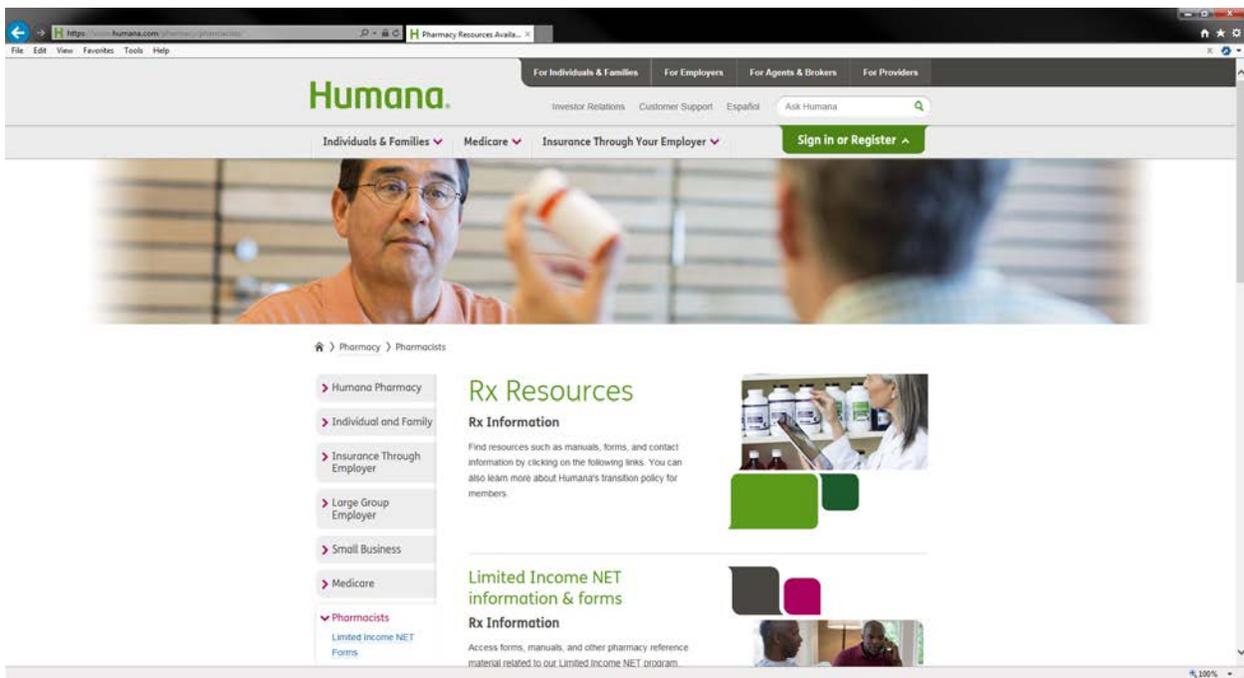
Once they pharmacy clicks on the green “Sign in or Register button,” the dropdown that is shown below appears. The pharmacy will then enter the username and password that they setup at the time they contracted with Humana in the applicable slots.



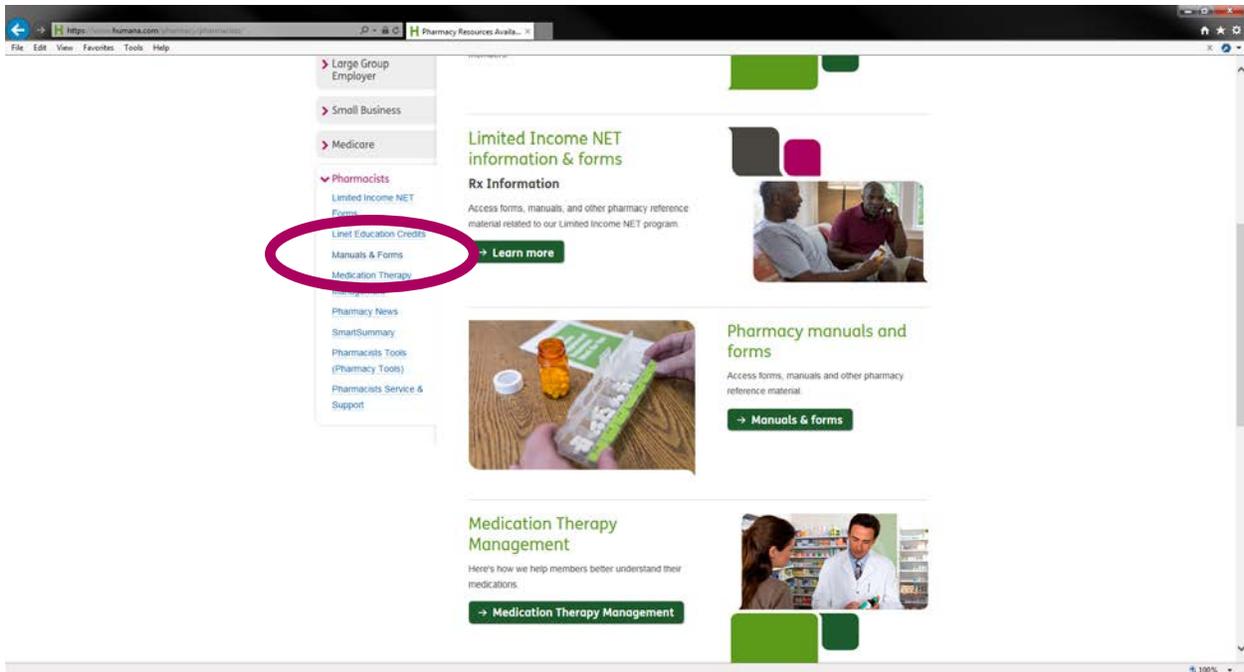
Once the pharmacy logs into the portal, the screen below is shown. If the pharmacy wants to get the current Pricing Dispute Form, they will need to click on the blue link on the right hand side of the screen that is titled “Manuals & Forms.”



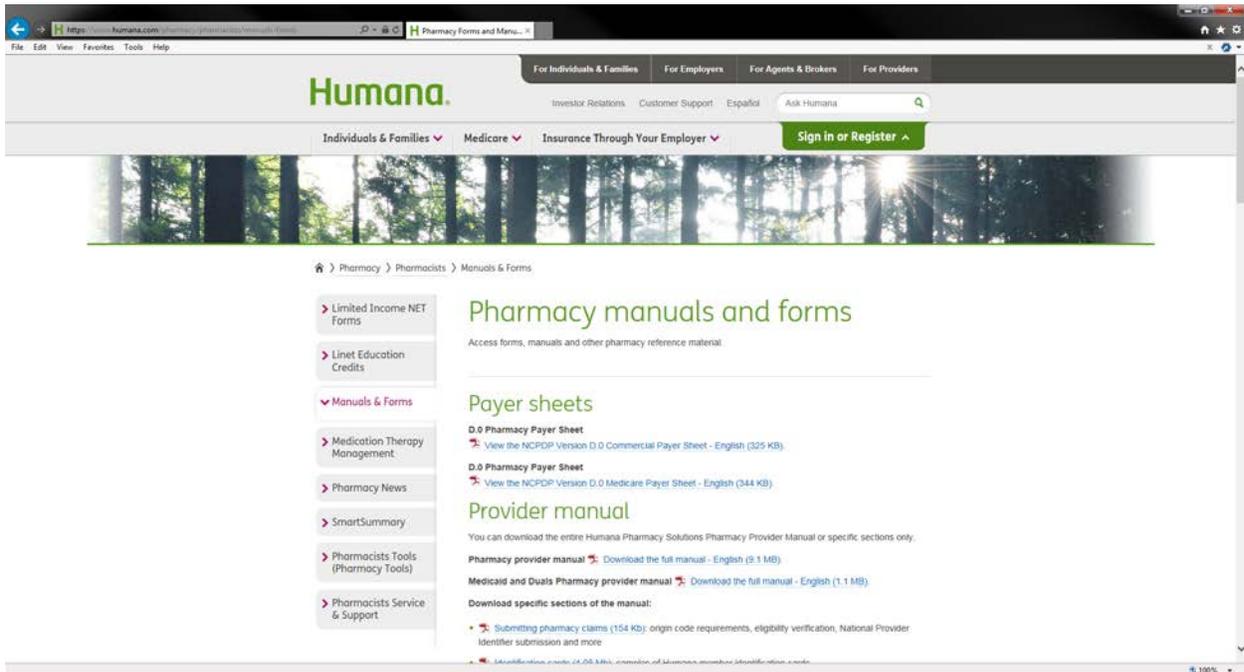
Once they click the “Manuals & Forms” link, the below screen will appear.



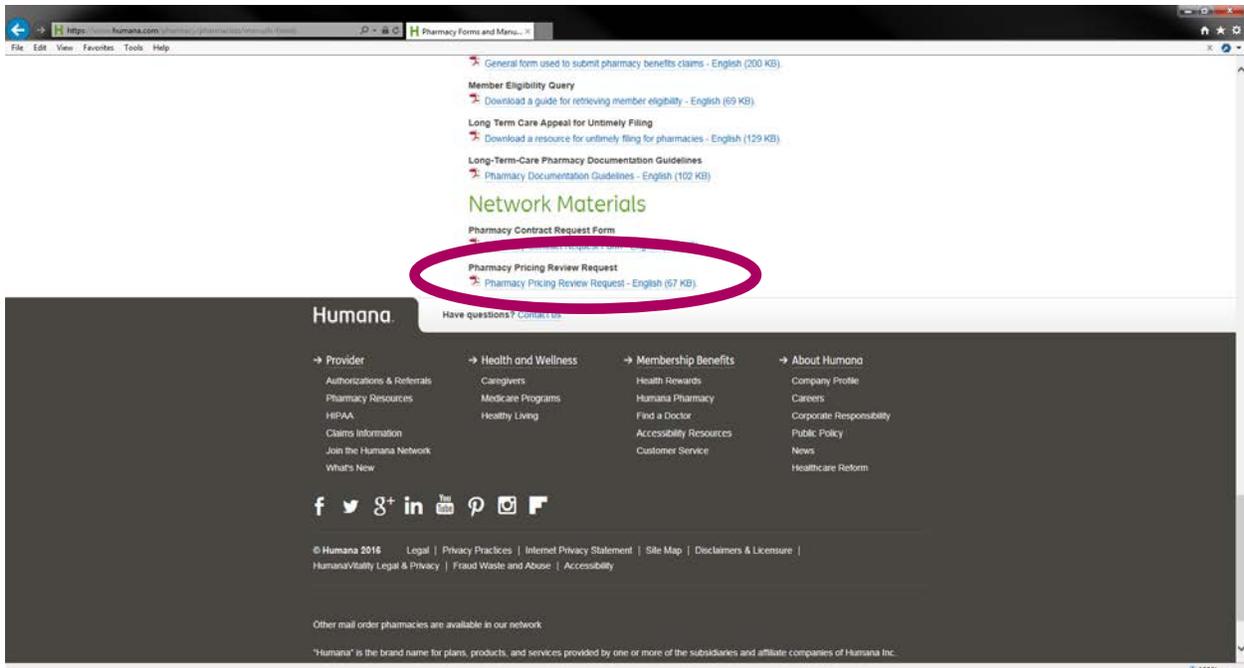
The pharmacy will need to scroll about halfway down the screen until they get to the section titled “Pharmacy manuals and forms.” They will need to click on the green “Manuals & Forms button.”



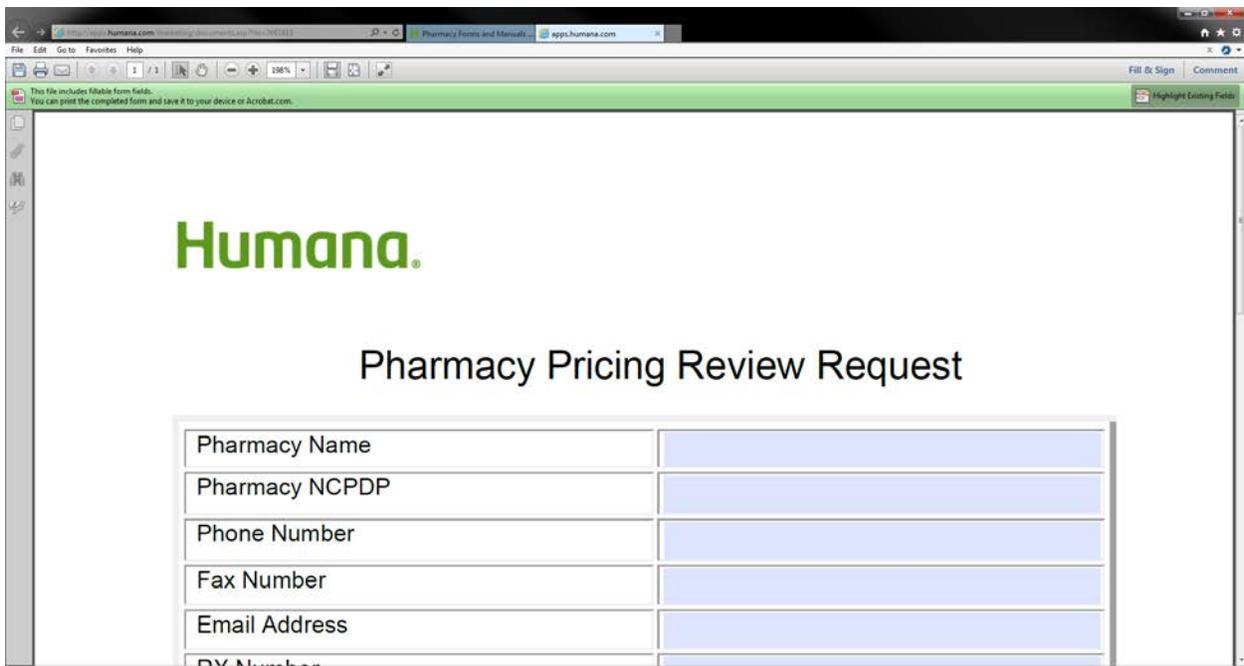
Once the pharmacy clicks on the green “Manuals & Forms button,” they will be redirected to a new page that looks like the screen below.



The pharmacy will need to scroll all the way to the bottom of the page until they reach the subsection titled “Network Materials.” The pharmacy will need to click on the link that is titled “Pharmacy Pricing Review Request – English” in order to open the current version of the pricing dispute form.



When the link above is clicked, the below Adobe PDF is opened in a new window. The pharmacy must complete all fields in the attached form and return it to Humana via fax (1-855-381-1332) or via email (pharmacypricingreview@humana.com) in order to initiate the dispute process.



Upon receipt of the form, Humana will begin the research process and will let the pharmacy know the results of the dispute within five (5) business days from the date the form was received. Humana will contact the pharmacy via email or fax to inform the pharmacy of the outcome from the meeting.