

# Humana Pharmacy<sup>®</sup>

Millions of Humana members trust Humana Pharmacy for their maintenance medicine and supplies\*

See how you may be able to save money on your prescriptions with Humana Pharmacy



## Benefits of using Humana Pharmacy

**Savings:** On most Humana plans, there is a \$0 copay on most Tier 1 generic medicines when you order a 90-day supply.<sup>1</sup> Plus, the pharmacy team works with you and your doctor to find medicines that may cost less. On average, mail-delivery pharmacies may save consumers and payers 15 percent on 90-day prescriptions.<sup>2</sup>

**Convenience:** There's no driving or waiting in line with Humana Pharmacy. Plus, you may be able to order just four times a year for even more convenience. Humana Pharmacy will remind you when it's time to refill medicines.

**Safety:** Our pharmacists check new prescriptions for accuracy and to avoid any interactions with other medicines you're taking. Heat-sealed bottles with tamper-resistant foil also help ensure quality and safety. If your medication needs to be refrigerated, a cold pack will be included in your order at no additional cost. Also, all of your prescriptions will be shipped in plain packaging so there's no reason to worry about anyone knowing what's inside.

**Adherence:** Mail-delivery pharmacy users are almost 8 percent more likely to take their diabetes-related medicine as their doctor prescribed than those who use retail pharmacies.<sup>3</sup>

## What you can get from Humana Pharmacy

**Maintenance medicines:** Medicines you take on a regular basis for conditions like high cholesterol, high blood pressure and asthma.

**Specialty medicines:** Specialized therapies to treat chronic or complex illnesses like rheumatoid arthritis and cancer.

**Diabetic supplies:** If you will be a Humana Medicare Advantage (MA) or Medicare Advantage prescription drug (MAPD) plan member, you can get your diabetic testing supplies, including: glucose meters, test strips, lancets, lancing devices and control solutions from Humana Pharmacy. All of our pharmacists are diabetes-certified and can offer suggestions on how to help you manage your diabetes.

**Over-the-counter (OTC) medicines:** Depending on your Humana Medicare plan, you may be eligible to receive a monthly allowance for select OTC products when you order them from Humana Pharmacy. Some examples of OTC products include: vitamins, pain relievers, cough and cold medicines, allergy medications and first-aid materials. To see if you qualify, call the number on the back of your Humana member ID card.

**Humana**  
Pharmacy.

[hpstartnew.info](http://hpstartnew.info)

\*Based on all Humana Pharmacy traditional and specialty claims, July 2015–June 2016.  
Analysis from Pharmacy Analytics.  
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## You choose how to start



### **Make a phone call 1-855-318-3756**

(TTY: 711) Speak with a Customer Care specialist. Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time



**Go online [hpstartnew.info](http://hpstartnew.info)** Sign in with your MyHumana user ID and password. Click on “Add a New Prescription.” Find your medicines and submit a request. We’ll contact your doctor for a new prescription.



**Talk to your doctor:** He or she can send new prescriptions electronically through ePrescribe or fax them to **1-800-379-7617**.



**Send us your order in the mail:** Mail your 90-day paper prescription and an order form ([HumanaPharmacy.com/forms](http://HumanaPharmacy.com/forms)) to:

Humana Pharmacy, P.O. Box 745099,  
Cincinnati, OH 45274-5099



**Download the mobile app:** Place new orders and refills for your medicines, check order status and gain access to a secure site 24 hours a day, seven days a week. Text **HPAPP** to **239355** (BeWell) to download. Message and data rates apply. Reply STOP to cancel, HELP for help.

## The life of a prescription

- 1.** Humana Pharmacy gets your prescription request. Your doctor can send your new prescriptions by fax, phone or electronically. Or you can send new prescriptions by mail.
- 2.** The pharmacy checks your prescription benefits coverage, puts in your order and creates a unique shipment number. Your doctor’s instructions and prescription order are entered into our computers.
- 3.** A pharmacist checks your prescription order for accuracy and possible drug interactions. If there are concerns or questions, a pharmacist will call your doctor.
- 4.** Approved orders go through the payment process. If your health benefits don’t cover the medicine, our team will check the claim. If we cannot fill your prescription, we will call you and tell you why.
- 5.** An automated system fills your medicine, and a pharmacist makes sure it matches the label before it’s shipped.
- 6.** Humana Pharmacy mails the order to you with important information about your medicine.

<sup>1</sup>Certain medicines are only available in a 30-day supply, deductibles may apply.

<sup>2</sup>Based on the study “How Mail-Service Pharmacies Will Save \$46.6 Billion Over the Next Decade and the Cost of Proposed Restrictions,” created by Visante® for the Pharmaceutical Care Management Association, 2012.

<sup>3</sup>O. Kenrik Duru et al., “Mail-Order Pharmacy Use and Adherence to Diabetes-Related Medications,” American Journal of Managed Care, Volume 16, Issue 1, pp 33-40 (2010).

You should get your new prescription by mail 7–10 days after Humana Pharmacy has received your prescription and all the necessary information. It may take longer if we have to call you or your doctor with questions about the order. Refills should arrive within 5–7 days. If you do not receive your order within this time frame, please call Humana Pharmacy at **1-800-379-0092 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Humana is a Medicare Advantage HMO, PPO and PFFS organization and stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits and member cost share may change on January 1 of each year. Other pharmacies are available in your network.

**Humana**  
Pharmacy®

[hpstartnew.info](http://hpstartnew.info)

## Discrimination is Against the Law

**Humana Pharmacy Inc.** (“Humana Pharmacy”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana Pharmacy does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**Humana Pharmacy** 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.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call **1-800-379-0092** or if you use a TTY, call **711**.

If you believe that Humana has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Discrimination Grievances  
P.O. Box 14618  
Lexington, KY 40512 - 4618

If you need help filing a grievance, call **1-800-379-0092** 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 the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**

# Multi-Language Interpreter Services

**English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-800-379-0092 (TTY: 711)**.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-379-0092 (TTY: 711)**.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-379-0092 (TTY: 711)**。

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-379-0092 (TTY: 711)**.

**한국어 (Korean):** 주의 : 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-379-0092 (TTY: 711)**번으로 전화해 주십시오.

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-379-0092 (TTY: 711)**.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-379-0092 (телетайп: 711)**.

**Kreyòl Ayisyen (French Creole):** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-379-0092 (TTY: 711)**.

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-379-0092 (TTY: 711)**.

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-379-0092 (TTY: 711)**.

**Português (Portuguese):** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-379-0092 (TTY: 711)**.

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-379-0092 (TTY: 711)**.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-379-0092 (TTY: 711)**.

**العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-379-0092** (رقم هاتف الصم والبكم: **711**).

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-379-0092 (TTY: 711)** まで、お電話にてご連絡ください。

**فارسی (Farsi):**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-379-0092 (TTY: 711)** تماس بگیرید.

**Diné Bizaad (Navajo):** Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih **1-800-379-0092 (TTY: 711)**.