



Humana Pharmacy® mail delivery

Humana members are finding Humana Pharmacy is the choice for value, experience, safety, accuracy, convenience and service.

I hope you are enjoying the benefits of your Humana Medicare Advantage plan! As your agent, I want to be sure you know about the advantages of using a mail-delivery pharmacy that offers preferred cost sharing.

As a valued Humana member, we want to help you get the most from your benefit. Your plan benefit includes pharmacies that offer preferred cost sharing. Humana Pharmacy is the preferred cost-sharing, mail-delivery pharmacy in your network.

Humana Pharmacy offers:

Savings. Many Humana Medicare plans* offer Tier 1 generic medicines with no copayment when you order a 90-day supply of your medicines through Humana Pharmacy mail delivery. Plus, the Humana Pharmacy team works with you and your doctor to help find medicines that cost less.

Experienced pharmacy team. Humana Pharmacy pharmacists are just a phone call away. Pharmacists are available at **1-855-373-7512 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Safety and accuracy. Humana Pharmacy's pharmacists check your new prescriptions to make sure they are safe to take with your other medicines. The tamper-resistant, heat-sealed bottles help ensure quality and safety. And your order comes in plain packaging for additional security.

Timely reminders. To help make sure you have the medicines and supplies you need when you need them, Humana Pharmacy will send you reminders when it's time to refill your medicines. Just set your preferences when you sign up at **HumanaPharmacy.com/easy**.

Time-saving mail delivery. No driving to the pharmacy and waiting in line. While some specialty medications are only available in a one-month supply, you may be able to order other maintenance medications just four times a year. This gives you more time to do the things you enjoy.

You should get your new prescription by mail in 7–10 days after Humana Pharmacy has all the necessary information. It may take longer if they have to call you or your healthcare provider with questions about the order. If you do not receive your order in 7–10 days, please call Humana Pharmacy at **1-855-373-7512 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

*Not available for select MAPD plans in Puerto Rico.

Visit **HumanaPharmacy.com/easy**

As a Humana member, you can sign in with your MyHumana username and password or register to get started. You also can sign up by calling **1-855-373-7512 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Please call me anytime with questions.

[[AgentName]] [[AgencyName]]

Licensed Sales Agent [[License]]

[[Phone]] [[SpanishSpeaking]]

[[PrePopHours]]

[[AgentWebsite]]

Humana is a Medicare Advantage HMO, PPO and PFFS organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. Other pharmacies are available in our network.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits and/or member cost share may change on January 1 of each year. The pharmacy network may change at any time. You will receive notice when necessary.

Humana®

Humana.com

Discrimination is against the law

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

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.
- 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 the number on your ID card 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 the number on your ID card 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:

[hhs.gov/ocr/portal/lobby.jsf](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 **1-800-457-4708 (TTY: 711)**.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-457-4708 (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 **1-800-457-4708 (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 **1-800-457-4708 (TTY: 711)**.

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-457-4708 (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 **1-800-457-4708 (TTY: 711)**.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-457-4708 (телетайп: 711)**.

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-457-4708 (TTY: 711)**.

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-457-4708 (ATS : 711)**.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-457-4708 (TTY: 711)**.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-800-457-4708 (TTY: 711)**.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-457-4708 (TTY: 711)**.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-457-4708 (TTY: 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。**1-800-457-4708 (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. **1-800-457-4708 (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 **1-800-457-4708 (TTY: 711)**.

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-457-4708 (رقم هاتف الصم والبكم: 711)**.