

PrescribeIT Rx mail-delivery pharmacy

More and more people are choosing PrescribeIT Rx® as their pharmacy for value, experience, safety, accuracy, convenience and service.

Here are a few reasons to choose PrescribeIT Rx Savings. The Pharmacy team works with you and your doctor to find medicines that cost less. If you are enrolled in a Medicare health plan, you may have additional savings. Refer to your health plan for more information.

Experienced pharmacy team. Pharmacists are just a phone call away. PrescribeIT pharmacists are available at **1-800-557-3307 (TTY: 711)**, Monday – Friday, 8 a.m. – 6 p.m., Eastern time.

Safe and accurate. Two PrescribeIT pharmacists check your new prescriptions to make sure they are safe to take with your other medicines. The dispensing equipment helps 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, PrescribeIT will remind you when it's time to refill your medicines. Just **call our Customer Care number to sign up.**

Time-saving mail shipment. No driving to the pharmacy and waiting in line. You may be able to order just four times a year and have more time to do the things you enjoy.

ScripTalk® is available if you have problems reading your medicine bottles. It's a chip attached to your bottle(s) that speaks the instructions to you. Ask your pharmacist for more details.

Your health is important to us! PrescribeIT strives to provide you with the value and service you expect from a pharmacy.

PrescribeIT Rx

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What kinds of medicines and supplies are available to you?

Maintenance medicines

Medicines you take all the time for conditions like high cholesterol, high blood pressure and asthma.

Diabetic testing supplies

Talking glucose meters plus test strips, lancets, lancing devices and control solutions.

Specialty medicines

Specialized therapies to treat chronic or complex illnesses like rheumatoid arthritis and cancer. PrescribeIT Rx works with Humana Specialty Pharmacy® to make these medicines available to you.

Over-the-counter health products

PrescribeIT offers over-the-counter (OTC) health products including vitamins, pain relievers, cough and cold medicines, allergy medications and first-aid materials. Refer to your health plan for OTC eligibility information.



Ordering options

Online

PrescribeITRx.com. Visit our website and place your refill orders online. You can also find a PrescribeIT retail pharmacy near you for when you need your prescriptions right away.

Doctor fax

Let your healthcare provider know you would like to use PrescribeIT and he/she can fill out the PrescribeIT fax form and fax the prescription to **1-800-526-1491**. Healthcare providers can also send prescriptions through e-prescribe (PrescribeIT Rx Miramar).

Phone

You can call **1-800-557-3307 (TTY: 711)**, and place your refill order anytime, 24 hours a day, seven days a week. You can also call this number Monday – Friday, 8 a.m. – 6 p.m., Eastern time, to speak with a Customer Care specialist.

Mail

Mail your paper prescriptions with an order form to:
PrescribeIT Rx
10749 Marks Way
Miramar, FL 33025

The life of a PrescribeIT Rx prescription



1. PrescribeIT Rx gets your prescription order. Your healthcare provider can send us your new prescriptions by fax, phone or electronically. Or you can send new prescriptions by mail.



2. PrescribeIT Rx checks your pharmacy benefits coverage, puts in your order, and creates a unique shipment number. Your doctor's instructions and prescription order are entered into PrescribeIT computers.



3. A PrescribeIT pharmacist checks your prescription order for accuracy and possible drug interactions. If there are concerns or questions, a PrescribeIT pharmacist will call your doctor.



4. Approved orders go through the payment process. If your health benefits don't cover the medicine, PrescribeIT will check the claim. If we cannot fill your prescription, we'll return it to you and tell you why.



5. An automated system fills your medicine, and a PrescribeIT pharmacist makes sure it matches the label before it's shipped.



6. PrescribeIT mails the order to you with important information about your medicine.

You should get your new prescription by mail within 10 calendar days after PrescribeIT has all the necessary information.

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 each year.

Discrimination is against the law

Humana Pharmacy Inc. d/b/a PrescribeIT Rx 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 Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

PrescribeIT Rx 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 **1-800-526-1490** or send an email to accessibility@humana.com, or if you use a TTY, call **711**.

If you believe that PrescribeIT Rx 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 **1-800-526-1490** 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 1-800-526-1490 (TTY:711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-526-1490 (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 1-800-526-1490 (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 1-800-526-1490 (TTY:711).

한국어 (Korean): 주의 : 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-800-526-1490 (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 1-800-526-1490 (TTY:711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-526-1490 (телетайп:711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-526-1490 (TTY: 711).

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-526-1490 (ATS: 711).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-526-1490 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-526-1490 (TTY: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-526-1490 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-526-1490 (TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-526-1490 (TTY:711).

ภาษาไทย(Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-526-1490 (TTY:711).

Diné Bizzad (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' hódíílnih 1-800-526-1490 (TTY:711).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-526-1490 (رقم هاتف الصم والبكم: 711).