



## Humana Physician News

Q2 newsletter for in-network physicians, clinicians and office staff to support you in the care of your Humana-covered patients



## May is Mental Health Awareness Month

### More stressors for seniors have a growing impact on their mental health

Loss of a loved one and declining health are known stressors that can cause increased anxiety in seniors. In today's changing world, it's important to look at other stress-inducing factors. For example, seniors with restricted transportation are more likely to have higher emotional conditions.<sup>1</sup> And transportation is the second largest expenditure in retirement after housing, particularly with rising gas prices.<sup>2</sup> Learn more [here](#) on how you can address transportation barriers with your patients.

In observance of Mental Health Awareness Month, it's important to note that common mental illnesses such as depression or anxiety disorder rarely appear "out of the blue." Recognizing the symptoms or early warning signs and taking action can help reduce the severity or even prevent an illness. Simple diagnostic screenings can enable physicians to assess their patients for early signs of mental illness.

Humana has compiled tools and resources your practice can use to assess your patients for mental and behavioral health issues or substance use disorder. Derived from credible sources and reviewed semiannually by Humana psychiatrists who support the treatment options, these guidelines are a means to standardize your patient care with the most effective interventions available.

[Learn more](#)

Source: <sup>1,2</sup> Coughlin, J. (2022, March 9). *This is the best kept secret in retirement planning & it's about to make retirement more expensive & complicated*. Forbes. Retrieved April 8, 2022, from <https://www.forbes.com/sites/josephcoughlin/2022/03/08/this-is-the-best-kept-secret-in-retirement-planning--its-about-to-make-retirement-more-expensive--complicated/?sh=4203270c4930>



## Humana Pharmacy becoming CenterWell Pharmacy

Effective June 11, 2022, Humana Pharmacy will introduce a new pharmacy brand to members using our mail-order benefit - Humana Pharmacy® will become CenterWell Pharmacy™. This name change reflects the pharmacy's commitment of keeping your patients at the center of everything it does. This brand change will also apply to Humana Specialty Pharmacy®, which will become CenterWell Specialty Pharmacy™ and Humana Pharmacy® retail locations will also become CenterWell Pharmacy™.

### Why is Humana Pharmacy changing its name?

The new CenterWell name reflects the combination of patient centricity, wellness and care that is fully centered on the patient. The new name also lays the foundation for an always-improving pharmacy experience that is easy, personalized, and committed to providing safe and reliable prescription home delivery to our members.

### Use our NCPDP numbers to find us:

Humana Pharmacy mail delivery (soon to be CenterWell Pharmacy mail delivery):

- NCPDP ID # 0353108
- Phone: **800-379-0092 (TTY: 711)** | Fax: **800-379-7617**

Humana Specialty Pharmacy (soon to be CenterWell Specialty Pharmacy):

- NCPDP ID # 3677955
- Phone: **800-486-2668 (TTY: 711)** | Fax: **877-405-7940**

Humana Retail Pharmacy (soon to be CenterWell Retail Pharmacy):

- Click [here](#) for a list of retail locations and the NCPDP ID #

All contact numbers listed above will remain the same, both before and after the June 11 name change.

Note: PrescribeIT Rx will also rebrand to CenterWell Pharmacy in June. All current NCPDP IDs will not change when PrescribeIT Rx becomes CenterWell Pharmacy

[Learn more](#)

While our name is changing, what's not changing are the benefits of the mail-order pharmacy. On average, adherence rates for Humana members filling prescriptions through Humana Pharmacy, soon to be CenterWell Pharmacy, for mail-delivery are 6% higher than retail. And members with hypertension, diabetes and hyperlipidemia saw hospital admits per thousand at 27%, 21% and 30% lower, and medical costs 5.5%, 3.5% and 6.1% lower. To learn more about the pharmacy as a resource for your patients, click [here](#).

Source: <sup>1</sup> Stars Adherence Regional Dashboard produced by Humana Pharmacy Analytics Data through Dec. 31, 2019. Refreshed on Jan. 6, 2020. Source: <sup>2,3</sup> Pharmacy Analytics and Consulting "Estimating the Value of Humana Pharmacy Usage with Casual Diagrams and Bayesian Additive Regression Trees: A Study of Medical Costs and Medication Adherence Rates at the Member Level" 2019



## Humana applauds all nurses

Nurses perform some of the most difficult medical tasks and serve as a trusted advocate for patients and their families.

**National Nurses Week**, sponsored by the American Nurses Association, honors their contributions and sacrifices, and reminds us to thank these medical professionals who keep us healthy. It is celebrated between May 6, National Nurses Day, and May 12, the birthdate of celebrated nurse Florence Nightingale.

## Resources and support



### NEW for Physicians! Loneliness & Social Isolation Screening Guide

Loneliness can have a serious impact on your patients' health. Use [this guide](#) to understand the health impacts of loneliness and social isolation, how to screen patients and refer them to resources for support.



### Manage appeals and disputes online

Availity Claim Appeals application is now available to providers nationwide! Availity and Humana have developed a new, streamlined process for submitting claim appeals to Humana on Availity. Sign up for training on the tool [here](#).



### Doing business with Humana: Provider tools and resources

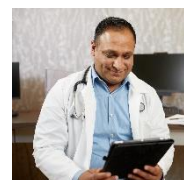
Two key websites exist to help you access the information and materials you need to do business with Humana: [Humana.com/provider](https://www.humana.com/provider) and Availity Essentials. While there is overlap between the two sites, there are also some important distinctions:

- [Humana.com/Provider](#) doesn't require registration and is home to many resources (i.e., claims payment policies, coding and processing information).
- [Availity Essentials](#) is a secure site that enables you to conduct online transactions with Humana (i.e., track claim status, submit and manage disputes and sign up for electronic funds transfer).

The Tools and Resources guide accessible [here](#) provides access to an inventory of commonly used self-service tools and resources made available by Humana.com



[NEW: SDOH – Food Insecurity Screening Guide](#)



[NEW: General Coding and Special Announcements](#)



[COVID-19 provider tools and patient resources](#)



[Preauthorization, referrals and medical and pharmacy coverage policies](#)



[Important policy reminders](#)



[Claims payment policies](#)  
[Claims processing edits](#)



[Making It Easier: Series about doing business with us](#)



[Clinical practice guidelines](#)  
[Behavioral health guidelines](#)

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