

# CenterWell Pharmacy: A full-service, mail-delivery pharmacy at your fingertips

A pharmacy experience scripted just for you



- Receive **refill reminders** so you can take ordering refills off your to-do list, or set your prescriptions on auto refill.
- Rely on the support of an **experienced pharmacy team** who can answer questions on medicines or side effects.
- Have confidence knowing that two pharmacists double-check your order for **accuracy and safety**.
- Save time and money by having your **medications delivered**, and track your orders from our pharmacy to your doorstep.
- If you're looking for ways to find more affordable medications, our pharmacists will work with you and your doctor to find **safe alternatives** that are just right for you.
- CenterWell Pharmacy™ is the **preferred cost-sharing, mail-order pharmacy** for many Humana plans,\* which means you may pay as low as \$0 for certain Tier 1 and Tier 2 generics.
- If you are on **specialty medicines** for chronic conditions such as cancer, multiple sclerosis and rheumatoid arthritis, we have a dedicated team of expert pharmacists, nurses, financial specialists and technicians available to support you. Our finance team looks for programs and outside resources that may significantly **lower the cost** of your medicine and will help you with all the paperwork, so you have one less thing to worry about.
- Receive select **over-the-counter products** by delivery at home. Based on your health coverage, eligible items include vitamins, pain relievers, cough and cold medicines, allergy medications and first-aid products.
- Receive support from our **diabetes-certified pharmacist** team and receive eligible supplies such as glucose meters, testing strips and lancets to manage your diabetes.

\*Other pharmacies are available in Humana's network



**Call the CenterWell Pharmacy team.**  
Sign up over the phone by calling  
**855-310-5799 (TTY:711).**

**Visit CenterWell Pharmacy online.**  
Visit **CenterWellStartNew.com** to get started. Click "Add a New Prescription" or "Switch to CenterWell Pharmacy."

 **CenterWell**  
Pharmacy

Formerly **Humana Pharmacy**

## Important

### At CenterWell Pharmacy, it is important you are treated fairly.

CenterWell Pharmacy does not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language. Discrimination is against the law. CenterWell Pharmacy complies with applicable federal civil rights laws.

If you believe that you have been discriminated against by CenterWell Pharmacy, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **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 their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call the California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 800-379-0092 (TTY: 711)

CenterWell 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.

### Language assistance services, free of charge, are available to you. 800-379-0092 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog - Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé níká'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك