



Humana Physician News



Q2 2023 newsletter for in-network physicians, clinicians and office staff to support you in the care of your Humana-covered patients

Introducing new materials to improve the utilization management experience

Teams across Humana are working together to develop solutions that improve the utilization management (UM) experience and bolster your trust in Humana as a partner in health for the future.

We've invested in technologies to enable electronic submission of authorizations, worked with electronic health record companies to integrate submissions into their platforms, leveraged artificial intelligence to drive automated approvals, and improved the transparency and accessibility of policies and guidelines so providers are better informed.

We've also created new provider educational materials that cover key areas of the utilization management experience. Available in flyer or more detailed booklet formats, they're designed to clarify Humana's UM processes and guidelines and provide answers to your frequently asked questions. View and/or download them at the links below.



Preauthorizations
[Flyer](#) / [Booklet](#)



Clinical Review Guidelines
[Flyer](#) / [Booklet](#)



Concurrent Review
[Flyer](#) / [Booklet](#)



Peer-to-Peer Conversations
[Flyer](#) / [Booklet](#)



Medication adherence quality measure achievement leads to lower medical spend and utilization

A recent analysis showed patient compliance to the Pharmacy Quality Alliance (PQA) adherence measures for diabetes, cholesterol and hypertension medications was associated with lower healthcare utilization and costs over one year.¹ During the one-year study period, inpatient visits were 41.5%, 30.3% and 18.9% proportionally lower among adherent individuals compared to nonadherent individuals for renin angiotensin system antagonist, statin and diabetes medication cohorts respectively.¹

Adherence was associated with lower outpatient, inpatient and total expenditures across the cohorts, ranging from 9% lower outpatient costs (diabetes cohort) to 41.9% lower inpatient costs (hypertension cohort).¹ It may be challenging for older adults to take their medications as directed, especially if they have barriers such as forgetfulness or high cost.

Medication adherence programs may be available for your Humana-covered Medicare patients, such as:

- Telephonic pharmacist medication consultations
- Refill reminder calls
- 30-day to 90-day prescription conversions
- Mail-order pharmacy education

Here are some tips to influence medication adherence behaviors with patients:

- Ask patients how they take their medication and if they miss any doses
- Prescribe 90-day prescriptions to decrease the number of trips to the pharmacy
- Prescribe lower tier or generic alternatives to assist with financial barriers
- Encourage patients to speak to their local pharmacist before stopping medications

[Learn more](#) about ways your patients can improve their medication adherence.

¹ Campbell PJ, Axon DR, Taylor AM, et al. [Hypertension, cholesterol and diabetes medication adherence, health care utilization and expenditure in a Medicare Supplemental sample](#). *Medicine (Baltimore)*. 2021;100(35):e27143. doi:10.1097/md.00000000000027143



COVID-19 Public Health Emergency

Based on current COVID-19 trends, the U.S. Department of Health and Human Services is planning for the federal Public Health Emergency (PHE) for COVID-19 to expire on May 11, 2023. In support of the PHE ending, Humana has been updating its COVID-19 policies accordingly. For the latest updates, please visit: [Humana.com/provider/coronavirus](https://www.humana.com/provider/coronavirus).

From all of us at Humana, we extend a heartfelt thank you for everything you have done for our members and for the country as we navigated this pandemic together.



Consider automatic refills for your patients

Your patients depend on their prescriptions to help maintain good health. With automatic refills, they can have peace of mind that they'll always have their prescriptions when they need them.

Benefits of auto refill include:

- Easier prescription management, particularly for those on multiple medications
- Reduced avoidable hospitalizations and higher medication adherence for patients on chronic condition medications²

How your patients can enroll:

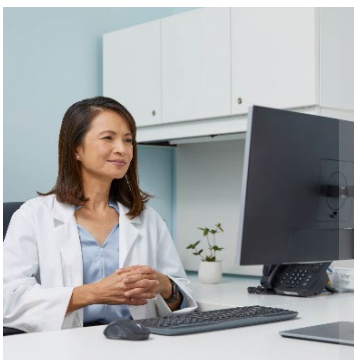
- Call CenterWell Pharmacy at **800-379-0092 (TTY: 711)**.
- Visit CenterWell Pharmacy online at [CenterWellPharmacy.com](https://www.CenterWellPharmacy.com), choose the prescription they want to enroll, and then choose "Enroll in auto refill."
- Download the CenterWell Pharmacy mobile app. Visit the Apple App Store™ or Google Play™.

[Learn more](#) about the benefits of automatic refills.

Please note, only medications covered by the patient's plan are eligible for auto refill enrollment.

² CVS Caremark pharmacy claims data July 1, 2011, to Dec. 31, 2011; sample limited to members receiving over 365 days of medication during year.

Resources and support



Changes to preauthorization requirements for medical services

Effective July 1, 2023, we will update our preauthorization and notification lists for all commercial and Medicare Advantage (MA) plans and our dual-eligible Medicare-Medicaid plans.

You can view the preauthorization and notification lists and find information about the changes by visiting [Humana.com/PAL](https://www.humana.com/PAL). Humana updates its lists when new preauthorization requirements are added and when new drugs or technology enter the market. To request a copy of any of these lists, please call the customer service number on the back of the Humana member ID card (TTY: 711).



According to the Million Hearts Initiative, 116 million people in the U.S. have hypertension and 34.1 million people are not being treated for it.³

Learn more about the management of people with hypertension and view the Global Hypertension Practice Guidelines at: [2020 International Society of Hypertension Global Practice Guidelines](#)

³ <https://millionhearts.hhs.gov/data-reports/hypertension-prevalence.html>



Available now: Humana Medicare Enrollment Guide Video

Are your patients confused on where to start with Medicare? This upbeat video provides detailed visuals on the steps to Medicare enrollment. It's designed for closed-circuit TV programming to share with patients in your lobby or other non-care areas. This video is available in English and Spanish. [View the video](#)

Email PMRC@Humana.com to request full-resolution videos, available in 1080P or 4K.



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



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