

Humana Pharmacy™

Your Mail Order Program



Humana
Pharmacy™

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How Humana Pharmacy works

With the Humana Pharmacy, you can order all your maintenance medicines through Humana's mail delivery pharmacy. A maintenance medicine is one you take regularly like medicine for birth control, high cholesterol, asthma, or diabetes. You can use your Humana network pharmacy for antibiotics and other short-term medicines. Because you'll need some time to get your new maintenance prescriptions to Humana Pharmacy, you'll have a limited number of times to use your pharmacy. After that limit, you'll pay more if you choose to fill at your pharmacy.

Here are some of the benefits Humana Pharmacy offers:

Savings for you

You generally will pay less at our pharmacy than at a retail pharmacy when you order a 90-day supply of your maintenance medicine. Standard shipping is free.

Ease and convenience

You can skip drives to the pharmacy and long waits in line – you choose where we mail your medicine and supplies.

Safety and accuracy

Two pharmacists review each new prescription for possible drug-to-drug interaction, plus prescription bottles are heat-sealed with tamper resistant foil for additional safety. Your medicine arrives in plain packaging for privacy. If your medicine requires refrigeration, we will ship those with a cold pack.

Experienced pharmacy team

Humana Pharmacy has 400 pharmacists ready to assist you by phone and review your prescriptions for safety and accuracy.

Timely reminders

You can receive timely refill reminders by email, phone call, or text message.

Getting started with Humana Pharmacy

Step 1: Check your coverage

You'll need to check the Humana coverage for your medicine. Sign in to MyHumana and use the Drug Pricing Tool under "Tools & Resources" at the bottom of the page.

Use the Drug Pricing Tool to check:

Humana Pharmacy required

Tells if you must fill a medicine at Humana Pharmacy after your number of allowed fills at retail.

Pricing estimates

Shows how much your medicine will cost at our pharmacy and retail.

Drug Utilization Requirements:

- Prior authorization
- Step therapy
- Quantity limit

Pricing - ABILIFY

Dose & Form: 10 mg TABLET (edit)

Quantity: 90 for 90 day supply ? (edit)

Generic: N/A

Quantity Limits: 30 for 30 days ?

Coverage: Prior Authorization ?

Humana Pharmacy Required ?

Your Plan: HDHP

Mail Delivery Pharmacy	Drug	Days Supply	Total Drug Cost	Your Cost* ?
Humana Pharmacy	ABILIFY	90	\$2,249.72	\$562.43

Getting started with Humana Pharmacy

Step 2: Setting up your account

Your account profile includes information such as your shipping address, account number, allergies, health conditions, doctors' communications preferences, and preferred payment.

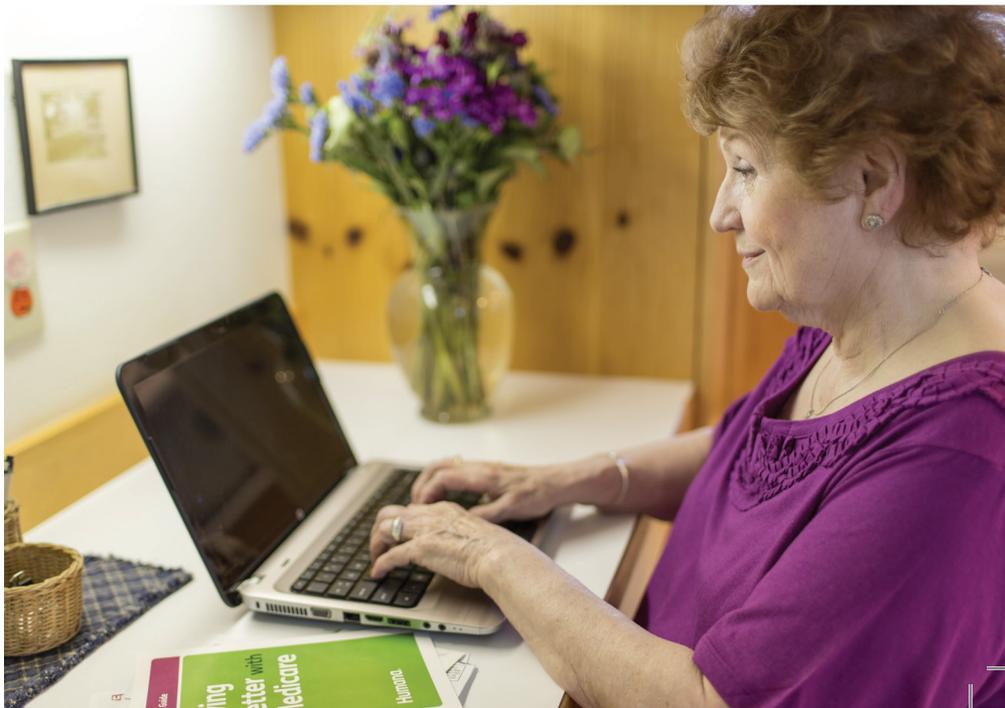
It's important you set up your account so we have your most up-to-date information. This is similar to the information you provide to a retail pharmacy before it can fill your prescription.

Logging in:

Use your MyHumana user ID and password to log in to **HumanaPharmacy.com**.

Username <input type="text"/>	Password <input type="password"/>	→ Sign In	or	Register now as a new user
Forgot your password?	Forgot your password?			

Note: You can view medicines for yourself and covered dependents younger than 18. Covered dependents older than 18 must use their own personal login.



Getting started with Humana Pharmacy

Step 3: Send us your prescription

Humana Pharmacy offers you several ways to order new prescriptions. Make **HumanaPharmacy.com** your first choice for ordering maintenance medicines. It's available anytime – 24 hours a day, seven days a week.

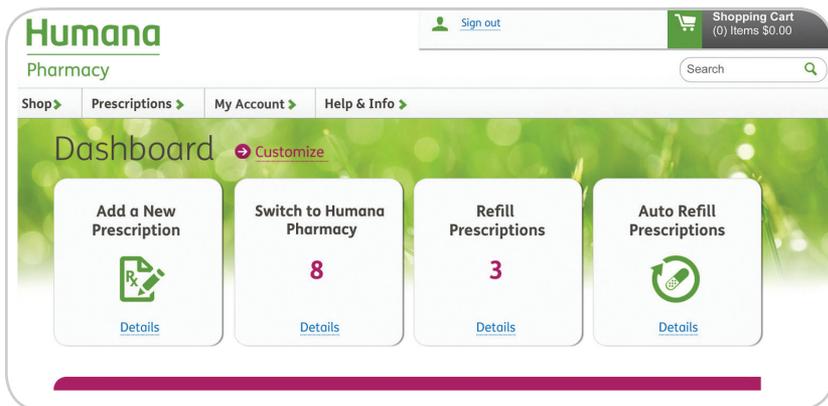
Go online



Submit a request online to start a new prescription. We'll contact your healthcare provider and request a new prescription for you.

Log in to HumanaPharmacy.com. For new prescriptions, click the “Add a New Prescription” button on your homepage dashboard and search for your medicine.

Or if you're filling a prescription at another pharmacy and want to fill it at Humana Pharmacy, click “Switch to Humana Pharmacy” to see a list of eligible medicines.



Getting started with Humana Pharmacy

Medicine and your prescribing doctor information.

- Enter the name of your medicines
- Tell us who'll take the medicine and the dosage
- Fill out your prescribing healthcare provider's information
- Review your order, "Add to Cart" and proceed to check out.

Have your payment information ready.

You've submitted your online request! It's that easy. Once we receive your order, we'll start the process of contacting your healthcare provider for a new prescription so you can start filling your medicine(s) at Humana Pharmacy.

When you use Humana Pharmacy online, the pharmacy is now anywhere you want it to be!



Experience the new **HumanaPharmacy.com**—
Whenever, Wherever.

Whether you're using a laptop, tablet, or smart phone, we've designed our site to be easy and convenient for any device.

New features include:

- Refill Reminders
- Order Tracking
- Alerts and notifications

Order Tracking

→ **Order #**

1 Shipment | 2 Medications

Delayed
Received on 8/29

Alerts and notifications

4 Notifications

- [View Order History](#) Delayed Orders **▲**
- [Switch your prescriptions to Humana Pharmacy and Save!](#)
- [Refill your prescriptions](#) You have 1 prescription ready to refill.
- [Renew your prescriptions](#) You have prescriptions eligible for renewal.

Getting started with Humana Pharmacy



Ask your doctor

Talk to your doctor about using Humana Pharmacy. Your doctor can send your prescriptions:

Electronically (ePrescribe)

By phone (1-855-310-5799)

By fax (1-800-379-7617)



Mail us your paper prescription

You can send original prescriptions to us by mail.

Customers mail to:

Humana Pharmacy

P.O. Box 745099

Cincinnati, OH 45274-5099

Mail us the original paper prescription, an order form, and payment information. Please include your name, date of birth, Member ID number, and shipping address on the back of each prescription. If you'd like a specific fill date, write that date clearly on the back of your prescription (Example: please fill after 01/01/15).

Humana Pharmacy will fill your medicines immediately after receiving the order unless otherwise noted. Don't forget to include your payment. Our pharmacy accepts all major credit cards and personal checks. Please don't send cash.

Step 4: Humana Pharmacy will mail your order

For new prescriptions sent online, by fax, mail or through ePrescribe, allow 7-10 days to receive your order. If we have questions for your healthcare provider, your order may be delayed. We recommend you have a 30-day supply of medicine on hand the first time you fill with Humana Pharmacy. You can also check online at **HumanaPharmacy.com**, via our mobile app or call our Customer Care team at **1-855-255-9315** to check your order status.

Getting started with Humana Pharmacy

If you're trying a new maintenance medicine or need to take one right away, ask your healthcare provider for two prescriptions:

- One written for a one-month supply you can fill at a local pharmacy in Humana's network
- The second written for a three-month supply that you can send to Humana Pharmacy

Need a refill on your medicine?

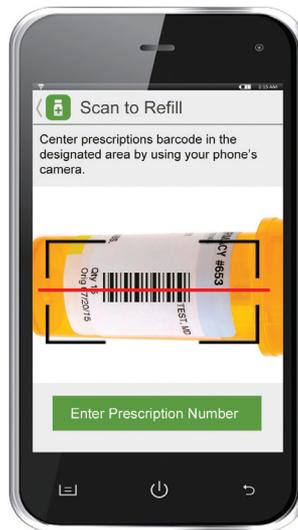
It's easy. Visit us online at **HumanaPharmacy.com**, download our mobile app or call us at 1-855-255-9315 to order your refill today!

Download the mobile app today!

With the Humana Pharmacy App, you can quickly:

- Scan to refill prescriptions
- View your prescriptions
- Check order status
- Track your shipment

Text **"RSAPP"** to **239355** (BeWell) to download. Message and data rates apply. Reply STOP to cancel, HELP for help.



Getting started with Humana Pharmacy

Why we may need to contact you

Humana Pharmacy uses automated phone calls to reach you quickly with information about your order or your account. If you don't answer, the phone system will leave a message and a seven-digit priority code for you to use when you call back. Please note that messages from Humana Pharmacy cannot include Personal Health Information.

Phone calls from our pharmacy may include:

- **Refill available** – Allows you to order your refill by phone.
- **Prescription renewal** – Notifies you when one of your prescriptions has expired or your prescription has no refills remaining. You can ask us to get a new prescription directly from your healthcare provider.
- **Credit card expired** – Alerts you when your preferred credit or debit card on file is about to expire and lets you update your card on the phone.
- **High copayment** – Alerts you of a high copayment on your order and gives you the opportunity to approve the order prior to shipping so you aren't met with unexpected high charges.
- **Balance due** – Notifies you that your current order is on hold because you have a balance that exceeds the credit limit. You can pay for your order on the call.

Other helpful phone calls that may require you to take action:

- Verify your address
- We've received your order or your order has shipped
- We need more information from your healthcare provider
- You tried to order a refill too soon
- Your drug requires prior authorization before it can be filled
- The medicine you need is on manufacturer back order

Frequently asked questions

Q: Is it safe to receive medicine through the mail?

A: Yes, each prescription arrives in plain packaging for your privacy. Prescription bottles are heat-sealed with tamper-resistant foil for additional safety. Medicine that need refrigeration arrives with a cold pack to ensure quality.

Q: How much will my drugs cost at Humana Pharmacy?

A: Humana Pharmacy will charge the price according to the mail delivery structure of your Humana pharmacy benefits. Use the online pricing tools to estimate the cost of your medicine at our pharmacy. **All prices are estimates.** The actual cost of your drug is determined at the time it's processed at the pharmacy. The cost is based on your pharmacy benefits, the specific quantity, strength, and dosage of the drug, and the order in which Humana Pharmacy processes your prescriptions. You can contact Humana Pharmacy directly if you have any questions.

Q: What if I'm filling a discounted medicine at my local pharmacy, such as a \$4 generic?

A: If you're filling a \$4 generic and it costs less than your copay at Humana Pharmacy, you can continue to fill that drug at your local pharmacy.

Q: Do you accept coupons?

A: Humana Pharmacy can't accept coupons.

Q: What should I do if my shipping address changes?

A: Please tell us if your new address is permanent or temporary. We can cancel your old address to avoid incorrectly routing your future orders. We can also store multiple addresses on your account for reasons like winter homes, children away at school, and extended stays with family.

Frequently asked questions

Q: How do I pay for my order?

A: For orders placed online or with the automated phone system, your payment options include the HumanaAccess® Visa® Debit Card, or any other Visa, MasterCard®, Discover®, or American Express® cards. For orders placed through the mail, your payment options include the credit/debit options listed above or you can send personal check or money order. Don't send cash. Write your Humana ID number on all checks and money orders.

Q: Will you ship my order no matter what it costs?

A: If you don't have a credit card on file set to Auto-Charge, Humana Pharmacy will contact you if you place an order that costs more than \$30. At that time you'll need to approve shipment of your order and make a payment for any charges using a credit card or check. If you pay by check, please allow more time for orders.

Q: Does the pharmacy need my permission to ship certain medicines?

A: Yes. We ask your permission to ship certain medicines due to their high cost. Your order will remain on hold until we receive your permission. We'll notify you if your order has been delayed and we'll ask for your permission to ship the order. To avoid order delays for these medicines, tell the Customer Care specialist that you authorize shipments. Contact Customer Care if you'd like to change any of your preferences.

Q: If my medicine needs to be refrigerated, how will you ship it?

A: Humana Pharmacy will send medicines that require refrigerated packaging with a cold pack at no extra cost.

Q: How are medicines shipped?

A: All medicines, with the exception of items that need to be refrigerated, are sent through the United States Postal Service. You can request overnight delivery, but you'll have to pay extra.

Q: How are medicines packaged and labeled?

A: All medicines are dispensed in either manufacturer's packaging or in sealed bottles. All prescription items have a label with specific prescription information.

Frequently asked questions

Q: How should I submit a prescription for a controlled medicine?

A: You aren't required to fill controlled medicines like ADHD and narcotics at Humana Pharmacy, but if you would like the convenience of receiving all your medicines from one place, we can fill them.

Q: Can I fax you my prescription?

A: No, Humana Pharmacy can only accept faxed prescriptions from prescribing healthcare providers. Pharmacies aren't allowed to fill prescriptions faxed by patients. You can send original prescriptions to us by mail.

Q: Will Humana Pharmacy ever contact my healthcare provider?

A: Yes, we may need to contact your healthcare provider to:

- Answer any concerns or questions about the prescription
- Discuss possible drug allergies or interactions with other medicines you're taking
- Consult with your healthcare provider to find out whether an alternative medicine may be appropriate for you

Q: What if my drug requires prior authorization (PA)?

A: Humana must approve drugs requiring prior authorization or quantity limits before our pharmacy can fill the prescription order. Your healthcare provider can call **1-800-555-2546** or fax prior authorization requests to **1-877-486-2621**.

Q: What if I need to talk to a pharmacist?

A: If you need to talk to a pharmacist, call us at **1-855-255-9315**. If you use a TTY, call **711**. Humana Pharmacy Customer Care hours are Monday – Friday, 8 a.m. – 11 p.m., or Saturday, 8 a.m. – 6:30 p.m., Eastern time.

For the most up-to-date information and additional frequently asked questions, visit **HumanaPharmacy.com**.

Note: Humana Pharmacy policies described in this section are subject to change.

Important Contact Information



Online:
HumanaPharmacy.com



24-hour automated phone:
1-855-255-9315
TTY: 711



Customer Care hours:
Monday – Friday: 8 a.m. – 11 p.m.
Saturday: 8 a.m. – 6:30 p.m.
Eastern time



Mailing address:
HumanaPharmacy
P.O. Box 745099
Cincinnati, OH 45274-5099



24-hour fax line:
Healthcare providers' use only
1-800-379-7617



Social Media:



www.facebook.com/HumanaPharmacy



[@HumanaPharmacy](https://twitter.com/HumanaPharmacy)

Humana

PharmacySM

Insured by Humana Insurance Company