

PHARMACY

You have the choice of pharmacies for prescription retail and mail order services, CenterWell Pharmacy™ is one option*

Why choose CenterWell Pharmacy?

Experienced pharmacy team. Pharmacists are available to answer questions about your medication and CenterWell Pharmacy's services.

Safe and accurate. Two pharmacists check your new prescriptions to make sure they're safe to take with your other medications. The dispensing equipment and heat-sealed bottles with tamper-resistant foil help ensure quality and safety. Plus, your order comes in plain packaging for additional security.

Timely reminders. To help make sure you have the medication and supplies you need when you need them, CenterWell Pharmacy can remind you when it's time to refill your medication. Just set your preferences when you sign up at **CenterWellPharmacy.com**.

Time-saving mail delivery. Your medication will be shipped safely and securely to the location of your choice. You may be able to order just four times a year† and have more time to do the things you enjoy.

Make CenterWell Pharmacy your one source for:

Maintenance medication(s). Medication(s) you take regularly for conditions like high cholesterol, high blood pressure and asthma.

Specialty medication(s). Specialized therapies to treat chronic or complex illnesses like rheumatoid arthritis and cancer.



CenterWellPharmacy.com

After you become a Humana member, you can sign in with your MyHumana identification number. You can also call them at **800-379-0092 (TTY: 711)**, Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 7 a.m. – 5:30 p.m., Central time.

*Other pharmacies are available in the network.

†Some prescriptions are only available in a 30-day supply.

Humana®

 **CenterWell**
Pharmacy

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Flexible ordering options

Online

Start a new prescription, order refills, check on your order and get information about how to get started at **CenterWellPharmacy.com**.

Provider

Let your provider know he or she can send prescriptions electronically through e-prescribe. Providers can also fill out the fax form by downloading it from **CenterWellPharmacy.com/forms** and faxing the prescription to CenterWell Pharmacy at **800-379-7617** or CenterWell Specialty Pharmacy at **877-405-7940**.

Mail

Download the “Registration & Prescription Order Form” from **CenterWellPharmacy.com/forms** and mail your paper prescriptions to:

CenterWell Pharmacy
P.O. Box 745099
Cincinnati, OH 45274-5099

Phone

Call CenterWell Pharmacy at **800-379-0092 (TTY: 711)**, Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 7 a.m. – 5:30 p.m., Central time.

For specialty medication, call CenterWell Specialty Pharmacy™ at **800-486-2668 (TTY: 711)**, Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 7 a.m. – 5:30 p.m., Central time.

The life of a prescription

1. CenterWell Pharmacy receives your prescription order. Your provider can send us your new prescriptions by fax, phone or electronically. Or you can send new prescriptions by mail with an order form. Order forms can be downloaded at **CenterWellPharmacy.com/forms**.
2. An associate checks your pharmacy benefit coverage, enters your order and creates a unique shipment number.
3. A pharmacist checks your prescription order for accuracy and possible drug, disease or allergy interactions.
4. Approved orders go through the payment process. If your plan doesn't cover the medication, CenterWell Pharmacy will check the claim and fix the problem. If your prescription cannot be filled, Humana will contact you regarding the delay or return your prescription with an explanation.
5. An automated system fills your medication and a pharmacist makes sure it matches the label before it's sealed.
6. We ship your medication in a tamper-evident, weather-resistant package. If your medication is sensitive to extreme hot or cold weather (e.g. insulin), we ship it in a temperature-controlled package at no extra cost to you.
7. CenterWell Pharmacy ships the order to you, along with an invoice for your records and the required medication information and proper dosing directions. Standard shipping is free. Faster shipping is available for an additional cost.

You should get your new prescription by mail in 7–10 days after CenterWell Pharmacy has all the necessary information. Your refill should arrive within 5–7 days. It may take longer if they have to call you or your provider with questions about the order.

Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding Humana's non-discrimination policies: Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618. If you need help filing a grievance, call the number on your ID card or if you use a TTY, call 711.

**Auxiliary aids and services, free of charge, are available to you.
Please call the number on your ID card. If you use a TTY, call 711.**

Humana 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.

This information is available for free in other languages. Please call our customer service number at 877-320-1235 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m. Eastern time.

Español (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **877-320-1235 (TTY: 711).** Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**877-320-1235 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。

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