

Humana Pharmacy™ mail delivery



More and more Humana members are finding Humana Pharmacy™ to be their choice for value, experience, safety, accuracy, convenience and service.

Why Choose Humana Pharmacy:

Savings. Many Humana plans provide cost savings if you fill a 90-day supply of your maintenance medicines through a mail-delivery pharmacy, instead of a retail pharmacy. Plus, our pharmacy team works with you and your doctor to find medicines that cost less.

Experienced pharmacy team. Pharmacists are available to answer questions about your medicines and our services.

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

Timely reminders. To help make sure you have the medicines and supplies you need when you need them, we can remind you when it's time to refill your medicines. Just set your preferences when you sign up at [HumanaPharmacy.com](https://www.humanapharmacy.com).

Time-saving mail delivery. No driving to the pharmacy and waiting in line. You may be able to order just four times a year and have more time to do the things you enjoy.

Visit [HumanaPharmacy.com](https://www.humanapharmacy.com)

After you become a Humana member, you can sign in with your MyHumana identification number or register to get started. You can also sign up by calling **1-800-833-1315 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Your health is important to us. Humana Pharmacy™ can deliver the value and service you expect from your pharmacy.

Make Humana Pharmacy™ your one source

Maintenance medicines. Medicines you take all the time for conditions like high cholesterol, high blood pressure and asthma.

Specialty medicines. Specialized therapies to treat chronic or complex illnesses like rheumatoid arthritis and cancer.



Humana®

Flexible ordering options

Online

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

Doctor

Let your healthcare provider know you would like to use our pharmacy and he/she can send prescriptions through ePrescribe. Healthcare providers can also fill out the fax form and fax the prescription to **1-800-379-7617**.

Mail

Mail your paper prescriptions with an order form to:

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

Phone

For maintenance medications, you can call **1-800-833-1315 (TTY: 711)**, Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

For specialty medications, you can call Humana Specialty Pharmacy directly at **1-800-833-1642 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 6 p.m., Eastern time.

Humana Pharmacy Mobile App

Place new orders and refills for your medicines, check order status and gain access to a secure site, 24 hours a day, seven days a week.

Text “**HPAPP**” to **239355** (Be Well) to download. Message and data rates apply. Reply STOP to cancel, HELP for help.

The Life of a Prescription



1. Humana Pharmacy™ gets your prescription order. Your healthcare 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 **HumanaPharmacy.com**.



2. Our pharmacy checks your Humana pharmacy benefits coverage, puts in your order and creates a unique shipment number.



3. A pharmacist checks your prescription order for accuracy and possible drug interactions.



4. Approved orders go through the payment process. If your health benefits don't cover the medicine, we will check the claim and fix the problem. If we cannot fill your prescription, we'll return it to you and tell you why.



5. An automated system fills your medicine and a pharmacist makes sure it matches the label before it's sealed.



6. Humana Pharmacy mails the order to you with important information about your medicine.

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

Humana®