More and more Humana members are finding Humana Pharmacy is the choice for value, experience, safety, accuracy, convenience and service.

Here are a few reasons to choose Humana Pharmacy:

**Savings.** Many Humana Medicare plans offer most Tier 1 generic medicines with no copayment* when you order a 90-day supply of your maintenance medicines through our pharmacy. Plus, the pharmacy team works with you and your doctor to find medicines that cost less.

**Experienced pharmacy team.** Pharmacists are just a phone call away. Pharmacists are available at 1-800-379-0092 (TTY: 711). Hours are Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

**Safe and accurate.** Two pharmacists check your new prescriptions to make sure they are 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 will remind you when it’s time to refill your medicines. Just set your preferences when you sign up at HumanaPharmacy.com/Medicare.

**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/Medicare

After you become a Humana member, you can sign in with your MyHumana identification or register to get started. You also can sign up by calling 1-800-379-0092 (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 and we can deliver the value and service you expect from your pharmacy.
Online
HumanaPharmacy.com. Start a new prescription, order refills, check on your order and get information about how to get started.

Doctor fax
Let your healthcare provider know you would like to use Humana Pharmacy and he/she can fill out the fax form and fax the prescription to 1-800-379-7617. Healthcare providers also can send prescriptions through e-Prescribe.

Phone
You can call 1-800-379-0092 (TTY: 711), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

Mail
Mail your paper prescriptions with an order form to: Humana Pharmacy P.O. Box 745099 Cincinnati, OH 45274-5099

The Life of a Humana Pharmacy 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.

2. Our pharmacy checks your Humana pharmacy benefits coverage, puts in your order and creates a unique shipment number. Your doctor’s instructions and prescription order are entered into our computers.

3. A pharmacist checks your prescription order for accuracy and possible drug interactions. If there are concerns or questions, a pharmacist will call your doctor.

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. It may take longer if we call you or your healthcare provider with questions about the order. If you do not receive your order in 7-10 days, please call us at 1-800-379-0092 (TTY: 711), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

If you are a member of a qualified State Pharmaceutical Assistance Program, please contact the program to verify that the mail delivery pharmacy will coordinate with that program.