

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

You can choose to fill your prescriptions at any pharmacy in Humana's network. Using a mail-order pharmacy may help you follow your prescribed treatment schedule with convenient, no-contact mail delivery. CenterWell Pharmacy is a mail-order pharmacy in the Humana plan network.

**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.

### CenterWell Pharmacy can be used 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, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

\*Other pharmacies are available in the network.

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

# Humana®

## Flexible ordering options

### Online

After you become a Humana member, you can sign in to **CenterWellPharmacy.com** with your MyHumana identification number and start a new prescription, order refills or check on an order.

### Provider

Your provider can send prescriptions electronically through e-prescribe or by downloading the fax form 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

For maintenance medication(s), call CenterWell Pharmacy at **800-379-0092 (TTY: 711)**,  
Mon. – Fri., 8 a.m. – 11 p.m., and Sat., 8 a.m. – 6:30 p.m., Eastern time.

For specialty medication(s), call CenterWell Specialty Pharmacy at **800-486-2668 (TTY: 711)**,  
Mon. – Fri., 8 a.m. – 11 p.m., and Sat., 8 a.m. – 6:30 p.m., Eastern time.

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## 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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