

Saving is easy with Humana Pharmacy® mail delivery



Humana Pharmacy can help you



Save time. There's no driving or waiting in line with Humana Pharmacy. You may be able to order just four times a year for even more convenience. Humana Pharmacy will remind you when it's time to refill medicines.



Save money. Many Humana Medicare Advantage plans offer \$0 copays on Tier 1 and Tier 2 generic medicines when you order a 90-day supply at Humana Pharmacy.¹ Plus, the pharmacy team works with you and your doctor to find medicines that may cost less.



Worry less. To help ensure quality and safety, our pharmacists double-check your order for accuracy and possible drug interactions. Your medications are shipped in heat-sealed, tamper-resistant bottles, and items that require refrigeration include a cold pack. It will always arrive in plain packaging, so there's no reason to worry about anyone knowing what's inside.

¹Certain medicines are only available in a 30-day supply; deductibles may apply.

What you can get from Humana Pharmacy



Maintenance medicines you take on a regular basis for conditions like high cholesterol, high blood pressure and asthma.



Specialty medicines, condition-specific support and financial assistance if needed, for chronic or complex illnesses like rheumatoid arthritis and cancer.



Diabetic testing and injection supplies, such as glucose meters, test strips, lancets and syringes. All of our pharmacists are diabetes-certified and can offer suggestions to help you manage your diabetes.



Over-the-counter (OTC) products, such as vitamins, pain relievers, cough and cold medicines, allergy medications and first-aid materials. Depending on your Humana Medicare plan, you may be eligible to receive an allowance for select over-the-counter products when you order them from Humana Pharmacy.

Get started in **one simple step**



Call **1-844-330-7907 (TTY: 711)**

Our team of enrollment specialists is here to help Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

More ways to get started



Go online to **HumanaPharmacy.com** to register. Click “Start a New Prescription” to begin filling your new or current medicines at Humana Pharmacy.



Talk to your doctor. He or she can send new prescriptions electronically through ePrescribe or fax.



Send us your order in the mail. Mail your 90-day paper prescription and an order form (**HumanaPharmacy.com/forms**) to:
Humana Pharmacy
P.O. Box 745099
Cincinnati, OH 45274-5099



Download the mobile app. To place new orders, order refills, check order status and access important information about your prescriptions 24 hours a day, seven days a week, text **HPAPP** to **239355** to download. Message and data rates apply. Reply STOP to cancel.

You should get your new prescription by mail 7–10 days after Humana Pharmacy has received your prescription and all the necessary information. It may take longer if we have to call you or your doctor with questions about the order. Refills should arrive within 5–7 days. If you do not receive your order within this time frame, please call Humana Pharmacy 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.

Humana is a Medicare Advantage HMO, PPO and PFFS organization and stand-alone prescription drug plan with a Medicare contract. Enrollment in any Humana plan depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits and member cost share may change on January 1 of each year. Other pharmacies are available in your network.

Discrimination is against the law

Humana Inc. and its subsidiaries comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age disability or sex.

Humana Inc. and its subsidiaries provide: (1) 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; and (2) free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call the number on your ID card or if you use a TTY, call **711**.

If you believe that Humana Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with 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**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call the number on your ID card (TTY: 711)... ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que figura en su tarjeta de identificación (TTY: 711)... 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電會員卡上的電話號碼 (TTY: 711)... CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số điện thoại ghi trên thẻ ID của quý vị (TTY: 711)... 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. ID 카드에 적혀 있는 번호로 전화해 주십시오 (TTY: 711)... PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero na nasa iyong ID card (TTY: 711)... ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Наберите номер, указанный на вашей карточке-удостоверении телетайп: (711)... ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou kat idantite manm ou (TTY: 711)... ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro figurant sur votre carte de membre (ATS: 711)... UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer podany na karcie identyfikacyjnej (TTY: 711)... ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para o número presente em seu cartão de identificação (TTY: 711)... ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero che appare sulla tessera identificativa (TTY: 711)... ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Wählen Sie die Nummer, die sich auf Ihrer Versicherungskarte befindet (TTY: 711)... 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。お手持ちのIDカードに記載されている電話番号までご連絡ください (TTY: 711)....

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره تلفن روی کارت شناسایی تان تماس بگیرید (TTY: 711)...

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hólq, námboo ninaaltsoos yézhí, bee nées ho'dółzin bikáá'ígíí bee hółne' (TTY: 711)...

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم الهاتف الموجود على بطاقة الهوية الخاصة بك (TTY: 711).