



Prescriber quick reference guide

Humana Clinical Pharmacy Review (HCPR) – Puerto Rico

For medication supplied by a pharmacy and billed through the pharmacy benefit (Part D for Medicare): medication prior authorization (PA), step therapy, quantity limits and medication exceptions.

Authorization process	<ul style="list-style-type: none">• Obtain forms at Humana.com/PA or submit your request electronically by visiting www.covermy meds.com/main/prior-authorization-forms/humana/.• Submit request by fax to 855-681-8650.• To view Humana Drug Lists, go to Humana.com/DrugLists.
Requirements for prior authorization fax form	<ul style="list-style-type: none">• National Provider Identifier• Member's name, address, date of birth and Humana member ID number• Prescriber name and address• Time period and outcome of past therapy (tried/failed) <p>Note: Include medical records only for medical necessity or off-label-use review (not for every submission).</p>
Questions	866-488-5991, Monday – Friday, 8 a.m. – 6 p.m., Atlantic time
Exceptions by mail	<ul style="list-style-type: none">• Medicare: HCPR, Attn: Medicare Coverage Determination, P.O. Box 195560, San Juan, PR 00919-5560• Commercial: HCPR, Attn: Pharmacy Prior Authorizations, P.O. Box 191920, San Juan, PR 00919-1920

Medication Intake Team (MIT) – Puerto Rico

For preauthorization of medication supplied and administered in a physician's office, home or outpatient setting and billed as a medical claim (Part B for Medicare)

Precertification process	<ul style="list-style-type: none">• Submit request by fax to 800-594-5309 (Medicare plans) or 800-658-9457 (commercial plans).• View preauthorization and notification lists at Humana.com/PAL.
Questions	866-488-5995 for Medicare requests and 800-314-3121 for commercial requests Monday – Friday, 8:30 a.m. – 5:30 p.m., Atlantic time

General Humana contact information

Claims address	Located on the member's Humana ID card
Pharmacy appeals	<ul style="list-style-type: none">• Medicare: Grievance and Appeals, P.O. Box 195560, San Juan, PR 00919-5560• Commercial: Grievance and Appeals, P.O. Box 191920, San Juan, PR 00919-1920 <p>Fax: 800-595-0462</p> <p>To file a Medicare Part D redetermination online, visit Humana.com/Redetermination.</p>





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CenterWell Pharmacy/CenterWell Specialty Pharmacy	
CenterWell Pharmacy® (mail-delivery pharmacy for maintenance medications and durable medical equipment)	<ul style="list-style-type: none">• 800-379-0092 (Fax: 800-379-7617), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time• CenterWellPharmacy.com
CenterWell Specialty Pharmacy® (mail-delivery pharmacy for specialty medications)	<ul style="list-style-type: none">• 800-486-2668 (Fax: 877-405-7940), Monday – Friday, 8 a.m. – 11 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time• CenterWellSpecialtyPharmacy.com



Humana recognizes your patients have the sole discretion to choose their pharmacy and supports your independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in Humana's network. Humana-covered patients should check their plan documents to verify their prescription benefits.