

Important!

At Humana Pharmacy, it is important you are treated fairly.

Humana Pharmacy Inc. does not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. Discrimination is against the law. Humana Pharmacy complies with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana Pharmacy, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **1-800-379-0092** 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 **https://www.hhs.gov/ocr/office/file/index.html**.

Auxiliary aids and services, free of charge, are available to you.

1-800-379-0092 (TTY: 711)

Humana Pharmacy 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.

Language assistance services, free of charge, are available to you.

1-800-379-0092 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

Saving is easy with Humana Pharmacy

Humana’s owned mail-delivery pharmacy



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.* 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, a pharmacist will 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.

WHAT YOU CAN GET



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 pharmacists are diabetes-certified and can offer suggestions to help you manage your diabetes.



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



Get started in one simple step—call 1-855-318-3756 (TTY: 711)

Humana Pharmacy’s team of registration specialists is ready to help Monday – Friday, 8 a.m. – 8 p.m., and Saturday, 8 a.m. – 6:30 p.m., Eastern time.

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

Humana

HumanaPharmacy.com



How it works

1. Once the pharmacy receives your prescription(s), they'll begin processing your order.
2. A pharmacist checks for accuracy and possible drug interactions, and may call your doctor with any questions or concerns.
3. Once approved, your order will go through the payment process to verify that your health benefits cover the medicine. If they cannot fill your prescription, they'll call you and tell you why.
4. An automated system fills your medicine, and a pharmacist makes sure it matches the label before it's shipped.
5. When your order is mailed, it will also include important information about your medicine to help you understand what you're taking.
6. When it's time to refill your medicine, the pharmacy will either call, text or email you to let you know. You can request a refill over the phone, online at **HumanaPharmacy.com** or through the Humana Pharmacy app. It's that easy.

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 e-prescribe or fax.



Send 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 **1-855-318-3756 (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 our network.