



Prescriber Quick Start Guide

Prior Authorizations for Part D & Part B Medications are managed by Humana Clinical Pharmacy Review (HCPR) & Humana's Medication Intake Team (MIT), respectively. Part D & Part B Medications for oncology and radiation oncology are managed by [New Century Health](#).


A request must be submitted and approved in advance for medications requiring a prior authorization. To check coverage and get information around prior authorizations, step therapy, quantity limits, and more, use the [Online Formulary Search](#) or [Author by Humana Prior Authorization and Notification List](#).

For any questions, please contact an Author by Humana Provider Navigator at 1-833-502-2013, from 8 AM to 5 PM Eastern time, Monday through Friday. If needed, Provider Navigators can connect you to our team of pharmacists and/or HCPR & MIT for additional support.

Pharmacy Part D	For medication supplied by a pharmacy and billed through the pharmacy benefit.
Prior Authorizations with HCPR	Electronic Submission Options: <ul style="list-style-type: none">- CoverMyMeds Other Options: <ul style="list-style-type: none">- Medicare Part D Determination Form <ul style="list-style-type: none">- Fax: 1-877-486-2621- Mail: Humana Clinical Pharmacy Review (HCPR) P.O. Box 33008 Louisville, KY 40232-3008- Call: 1-800-555-CLIN (1-800-555-2546)

<p>Exceptions</p>	<p>Standard Exceptions: Receive a response within 72 hours</p> <ul style="list-style-type: none"> - Call: 1-800-555-CLIN (1-800-555-2546) - Mail: HCPR, Attn: Medicare Coverage Determination P.O. Box 33008 Louisville, KY 40232 <p>Expedited Exceptions: Receive a response within 24 hours Prescribers can submit an expedited request if they believe waiting for a standard decision could seriously jeopardize the patient's life, health, or ability to regain maximum function.</p> <ul style="list-style-type: none"> - Fax: 1-877-486-2621
<p>Claim Submission with Humana</p>	<p>Part D Claims should be routed to Humana. Both electronic and paper submission options are available. See the "Claim Submissions" page on Humana's website for more information.</p>
<p>Appeals, Complaints, or Grievances</p>	<p>Appeals: Part D Pharmacy Appeals should be routed to HCPR. For more information about Part D Redetermination Requests or to file a Part D Redetermination online, click here.</p> <p>Complaints & Grievances: Author by Humana will receive all grievances for patients with service from Author by Humana. See the "Grievances & Appeals" section on our website for more information.</p>

Pharmacy Part B	For medication supplied and administered in a physician’s office, clinic, outpatient, or home setting and billed as a medical claim.
Prior Authorizations with MIT	<p>Electronic Submission Options:</p> <ul style="list-style-type: none"> - CoverMyMeds <p>Other Options:</p> <p>Medical Precertification Request Form</p> <ul style="list-style-type: none"> - Fax: 1-888-447-3430
Claim Submission with Author by Humana	See the “Claims Submission & Payment” section on our website for Electronic Submission and Other Options.
Appeals, Complaints, or Grievances	<p>Appeals: Part B Pharmacy Appeals should be routed to HCPR and follow the same processes as Part D Appeals. For more information about Part B Redetermination Requests or to file a Part B Redetermination online, click here.</p> <p>Complaints & Grievances: Author by Humana will receive all grievances for patients with service from Author by Humana. See the “Grievances & Appeals” section on our website for more information.</p>

<p>Humana Pharmacy®</p> 	<p>With Humana Pharmacy, patient’s medication will be shipped safely and securely to the location of their choice. Humana Pharmacy strives to make the process of keeping up with treatment as simple and cost-effective as possible. For more information, visit humanapharmacy.com.</p> <p>Humana recognizes that your patients have the sole discretion to choose their pharmacy. Also, we support your independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in our network. Patients should check their plan documents to verify their prescription benefits.</p>
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