

Medication adherence and CenterWell Pharmacy mail order

Patients with diabetes, hyperlipidemia and hypertension who use CenterWell Pharmacy® mail order have higher medication adherence rates than patients who use other pharmacies.¹ Here are some ways CenterWell Pharmacy mail order can improve your patients' ability to adhere to your prescribed treatment:

- CenterWell Pharmacy offers \$0 copays for 90-day prescriptions for many Tier 1 and Tier 2 medications, which can remove cost barriers to patients.
- CenterWell Pharmacy conducts discussions with patients to identify and resolve patient-specific adherence barriers by reinforcing patients' understanding of the role of diabetes, cholesterol and hypertension medications in their therapy and the expected duration of therapy.
- CenterWell Pharmacy requests an updated prescription from the prescriber if a patient notifies the pharmacy that a medication dose has changed since the original prescription.
- With patients' consent, CenterWell Pharmacy can enroll patients in a program that automatically refills and sends medications directly to them. The patient is sent two reminders of their refill before medications are shipped.

Additional benefits of using CenterWell Pharmacy

Humana-covered patients can potentially save money by switching to CenterWell Pharmacy.

- For most Humana plans, CenterWell Pharmacy is a preferred cost-sharing pharmacy, which means beneficiaries who use CenterWell Pharmacy have a \$0 copayment on most Tier 1 and Tier 2 generics. This is true through all four coverage phases—annual deductible, initial coverage phase, coverage gap and catastrophic phase—of a patient's Part D benefit, even after they reach the coverage gap. CenterWell Pharmacy can potentially delay or help patients avoid entering the coverage gap. These savings apply to all registered patients for drugs on the approved list, not just those approaching the gap.
- Our expert pharmacists and support staff can answer patients' questions via chat or phone, six days a week. Special payment arrangements, such as spreading out costs over three months for a 90-day supply, can be made if there is difficulty paying for higher-copay items.

Safety

- To help ensure quality and safety, two pharmacists check each prescription order for accuracy and possible drug interactions.
- Prescriptions are mail delivered directly to the patient's home in secure and discreet packaging for patient privacy and peace of mind. Medications are shipped in heat-sealed, tamper-resistant bottles, and items that require refrigeration include special packaging and a cold pack.
- Assistive technology, such as braille and talking labels, are available for patients with hearing or visual impairment. Translation services, including labels printed in different languages, are available for patients who speak a variety of languages.



Convenience

- Depending on their Humana Medicare Advantage prescription drug (MAPD) plan, patients may be eligible to receive a supplemental benefit allowance for select over-the-counter (OTC) products ordered from CenterWell Pharmacy. These OTC products include vitamins, pain relievers, cough and cold medicines, allergy medications and first aid materials.
- Patients have the option to enroll eligible medications, on a per medication basis, into the auto-refill program.

Auto-refill enrollment for patients



Online - Once logged into their CenterWell Pharmacy account, patients can select the “Manage Automatic Refills” link in the “My Fills” tab on the CenterWell Pharmacy page.



App - Once logged into their CenterWell Pharmacy app, patients can select the “Automatic Refills” link in the “Preferences” section on the account settings page.



Phone - Patients can call the CenterWell Pharmacy customer service number at **800-379-0092 (TTY:711)** to enroll a medication in the auto-refill program.

How prescribers can fill prescriptions with CenterWell Pharmacy

- Select “**CenterWell Pharmacy Mail Delivery**” in their e-prescribing software.
- Fax the physician fax form to **800-379-7617**.
- Call CenterWell Pharmacy 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.

How patients can enroll in CenterWell Pharmacy



Online - **CenterWellPharmacy.com** is available 24 hours a day, seven days a week, for ordering refills, checking order status and starting a new prescription request.



App

- Download the CenterWell Pharmacy app from the iTunes App Store or Google Play™.
- Sign in or select “Transfer Rx as guest” from the home screen.



Phone

Call the toll-free automated system 24 hours a day, seven days a week, at **800-379-0092 (TTY: 711)**.

Patients should contact their plan for more information. Limitations, copayments and restrictions may apply. Benefits and member cost share may change on Jan. 1 of each year. CenterWell Pharmacy recognizes that patients have the sole discretion to choose their pharmacy and expects that prescribers will use their independent medical judgment when advising patients about their pharmacy choices. Other pharmacies are available in the network.

Reference

1. “Estimating the Value of Humana Pharmacy Usage with Casual Diagrams and Bayesian Additive Regression Trees: A Study of Medical Costs and Medication Adherence Rates at the Member Level,” Pharmacy Analytics and Consulting, 2019.