



A look inside the CenterWell Pharmacy process

When you send in a prescription, you want confidence that it will be filled accurately and quickly. CenterWell Pharmacy wants the best experience for you and your patients, so we're providing a transparent look at how a prescription moves through our system and when we might reach out to you in the process.

The life of a prescription

- 1 Send a prescription to CenterWell Pharmacy™ by whichever method is most convenient for you: e-prescribe, fax, phone or mail.
- 2 We'll attempt to match it with a CenterWell patient in our system. If the patient hasn't filled with us, our system will automatically create a new patient account for them.
- 3 Once the prescription is validated for authenticity, it is entered into the system. (Spanish language available).
- 4 A pharmacist then checks prescriptions for accuracy and potential interactions.
- 5 We apply the patient's coverage, determine patient responsibility and ensure the medication is in stock.
- 6 The prescription goes to dispensing, where a pharmacist verifies and approves it.
- 7 The medication is packaged, sorted and mailed.
- 8 The patient should receive the prescription by mail seven to ten days after CenterWell Pharmacy has all the necessary information.
- 9 Refills typically arrive within five to seven days.



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When and how CenterWell Pharmacy contacts you

E-prescription refill or clarification outreach

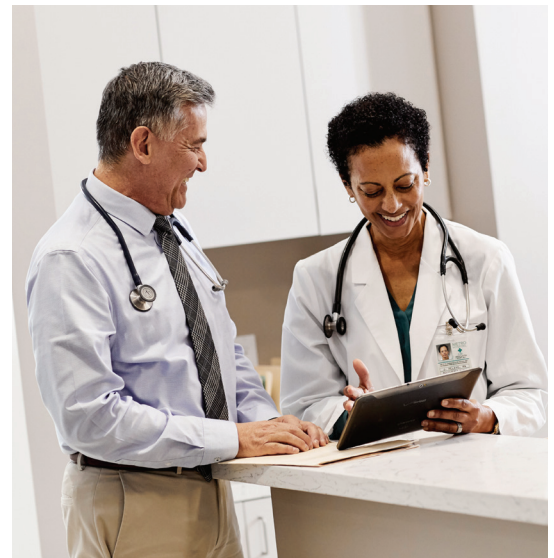
- Day 1 Initial electronic outreach
- Day 4 If no response, we will send an e-reminder
- Day 5 If clarification is received but cannot be resolved, we will reach out by phone
- Day 6/7 If no response, we will call again

Fax refill or clarification outreach

- Day 1 Initial fax outreach
- Day 2 If no response, we will send a follow-up fax
- Day 4 If there continues to be no response, we will send another fax
- Day 5 If clarification is received but cannot be resolved, we will reach out by phone
- Day 6/7 If no response, we will call again

New Rx request fax: refill or clarification outreach

- Day 1 Initial fax outreach
- Day 2 If no response, we will send a follow-up fax
- Day 4 Follow-up fax sent if no response; retail transfer is attempted, if applicable
- Day 6/7 If no response, we will reach out by phone



Why CenterWell Pharmacy?

We offer you an experienced pharmacy team, safe and accurate prescription fulfillment, and time-saving mail delivery. Each prescription is checked by two CenterWell pharmacists for accuracy and interactions.

Provider questions? Give us a call at 800-967-9830.



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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.

Important!

At CenterWell, it is important you are treated fairly.

CenterWell Pharmacy does not discriminate, exclude or treat people differently because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. CenterWell Pharmacy complies with applicable federal civil rights laws. **English:** ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 800-379-0092 (TTY:711). **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-379-0092 (TTY:711). **繁體中文 (Chinese):** 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 800-379-0092 (TTY:711)。 **Kreyòl Ayisyen (Haitian Creole):** ATANSION: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-379-0092 (TTY:711). **Polish (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-379-0092 (TTY:711). **한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다. 800-379-0092 (TTY:711) 번으로 전화해 주십시오. GHHL2MEN