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, medication exceptions

Authorization process
- Obtain forms at Humana.com/providers/pharmacy/prior_authorization_pr.aspx
- Submit request by fax to 1-855-681-8650
- View Humana drug lists at Humana.com/druglists

Requirements for fax form
- National Provider Identifier (NPI)
- Member’s name, address, date of birth and Humana member ID number
- Name and address of prescriber
- Time period and outcome of past therapy tried/failed
  NOTE: Include medical records ONLY for medical necessity or off-label use review (not for every submission)

Questions 1-866-488-5991; Monday – Friday, 8 a.m. – 6 p.m. local time

Exceptions by mail
**Medicare:** HCPR, Attn: Medicare Coverage Determinations, P.O. Box 191920, San Juan, PR 00919-1920
**Commercial:** HCPR, Attn: Pharmacy Prior Authorizations, P.O. Box 191920, San Juan, PR 00919-1920

Medication Intake Team (MIT) — Puerto Rico
For medication supplied and administered in a physician’s office, home or outpatient setting and billed as a medical claim (Part B for Medicare); also considered medication preauthorization/precertification

Precertification process
- Submit request by fax to 1-800-594-5309 (Medicare plans) or 1-800-658-9457 (commercial plans).
- View preauthorization and notification lists at Humana.com/providers/claims/pre_authorization.aspx

Questions Call 1-866-488-5995 for Medicare requests and 1-800-314-3121 for commercial requests; Monday – Friday, 8:30 a.m. – 5:30 p.m. local time

General Humana contact information
Claims address
Located on the member’s Humana ID card
**Commercial and Medicare:** Humana Insurance of Puerto Rico Inc., Grievance and Appeals, P.O. Box 191920, San Juan, PR 00919-1920 (Fax: 1-800-595-0462)
To file a Part D redetermination online: Humana.com/providers/pharmacy/exceptions_appeals.aspx

Pharmacy appeals
**Commercial and Medicare:** Humana Insurance of Puerto Rico Inc., Grievance and Appeals, P.O. Box 191920, San Juan, PR 00919-1920 (Fax: 1-800-595-0462)

Humana RightSource®
(Humana’s mail-order pharmacy for maintenance medications and durable medical equipment)
1-800-379-0092 (Fax: 1-800-379-7617), Monday – Friday, 8 a.m. – 11 p.m. EST; Saturday, 8 a.m. – 6:30 p.m. EST;
RightSourceRx.com