

Humana Prescription Drug Appeal Process

As of January 1, 2009, Proton Pump Inhibitor (PPI) drugs (used to treat conditions such as acid reflux) are no longer covered under the health plan. Members should review alternatives with their providers and may complete the appeal process if it is medically necessary that they receive the prescription drug.

To appeal:

1. Member writes an appeal letter including the provider's documentation regarding the need for the PPI.
2. The member may mail the appeal to the claims address on the back of the card **attn: Grievance and Appeals**. The appeal will be routed to the appeals department.

For faster processing the member should mail the appeal to the appeals address:

Grievance and Appeals
P.O. Box 14546
Lexington, KY 40512.

The appeals address is not referenced on the ID card but is referenced on the member's Explanation of Benefits (EOB). Pharmacy denials *do not* prompt EOB's however.

3. Receipt of the member's appeal will be sent via letter to the member, and the final decision will be communicated within 30 days from the receipt of the appeal.

Note: This appeal process can be used for any prescription drug appeal request.