



RightSourceRx - Frequently Asked Questions (FAQs)

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Q: How do I submit a new prescription?

A: You can submit a new prescription by doing one of the following:

1. Log in to *RightSourceRx.com* using your MyHumana user name and password. Click "Start a New Prescription," follow the instructions on that page and select your payment and shipping method. Print that page and mail it along with your original prescription to:
RightSourceRx, P.O. Box 29200, Phoenix, AZ, 85038-9200. For faster processing, please include your name, date of birth, Humana Member ID, and shipping address on the back of each prescription.
2. Download the Physician Fax Form online from the "Start a New Prescription" page and have your doctor fill it out. Your doctor is authorized to fax this form directly to *RightSourceRx*.
3. Download and print the *RightSourceRx* prescription order form from this Website. Fill out the form, attach your 90-day prescription(s), and mail to: *RightSourceRx*, PO Box 29200, Phoenix, AZ, 85038-9200. For faster processing, please include your name, date of birth, Humana member ID, and shipping address on the back of each prescription.

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Q: Can I fax my prescription to **RightSourceRx**?

A: No, *RightSourceRx* can only accept prescriptions by fax from prescribing doctors. Pharmacies aren't allowed to fill prescriptions faxed by patients. You can send original prescriptions to us by mail.

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Q: Can my doctor call in my prescription to **RightSourceRx**?

A: Yes, your doctor may call in your prescription to **RightSourceRx** by dialing 1-800-379-0092. Your doctor can also use the Physician Fax Form to fax your prescription to **RightSourceRx**

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Q: How should I submit a prescription for a controlled medication?

A: Prescriptions for Schedule II controlled substances must be submitted to **RightSourceRx** by mail only. We cannot accept these prescriptions by fax, even from a doctor. Ask your doctor to identify these medications for you at the time the prescription is written. Prescriptions for Schedule III through V controlled substances can be submitted as usual.

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Q: How long does it take to receive a prescription through the mail?

A: For new prescriptions, please allow up to two weeks to receive your order. When ordering a refill, please allow 5-10 days to receive your medication, depending on the shipment method chosen. Note: If we have to contact you or your prescribing doctor about your order, delivery may take longer.

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Q: What if I need my medication right away?

A: Ask your doctor for two prescriptions: one written for a one-month supply that you can fill at a local retail pharmacy in Humana's network; the second written for up to a three-month supply that you can send to **RightSourceRx**.

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Q: Can I request a specific fill date for my new prescription?

A: Yes, you just have to let **RightSourceRx** know. The policy at **RightSourceRx** is to fill a prescription order as soon as it is received, unless noted otherwise. Tell us the specific date you would like us to fill your new prescription in one of the following ways.

1. By mail: Write the request clearly on your prescription, or on your order form. For example: "Please fill after 01/01/09".
2. By phone: The Customer Care representative helping you can note this request on your order.
3. Doctor Fax: Ask your doctor to note the specific fill date clearly on the new order faxed in.

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Q: Will I be notified of my order status?

A: Yes, you'll be notified within three business days. If you have a valid e-mail address on file with *RightSourceRx* you should receive notification to confirm we received your order and again when your order has shipped. If you have a valid telephone number on file with *RightSourceRx*, we'll send notification when we receive your order. You can also check the status of your order by going to the "Order History" page of your account online at RightSourceRx.com.

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Q: What if my drug requires Prior Authorization (PA)?

A: Humana Clinical Pharmacy Review (HCPR) must approve drugs requiring prior authorization or quantity limits before *RightSourceRx* can fill the prescription order. To contact HCPR, your doctor should call 1-800-555-2546.

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Q: What are my payment options?

A: For orders placed online or via the automated phone system, your payment options include the HumanaAccessSM Visa® Debit Card, or any other Visa, MasterCard, Discover, and American Express. For orders placed through the mail, your payment options include those listed above as well as personal check or money order. Do not send cash. Note: Any returned check fees will be added to your *RightSourceRx* account balance. To help avoid processing errors, please write your Humana ID number on all checks and money orders that you send in.

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Q: What if I forget to supply my payment information?

A: If you submit a new prescription to *RightSourceRx* through the mail and forget to supply your payment information, *RightSourceRx* will simply charge the credit card on file from your previous order. When ordering a refill online, you will be required to enter your payment information before submitting and completing the order.

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Q: What are my payment options as a member of a qualified State Pharmaceutical Assistance Plan (SPAP)?

A: If you're a member of a qualified State Pharmaceutical Assistance Program, please contact the program to verify that *RightSourceRx* will coordinate with that program.

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Q: What if I have an outstanding balance?

A: *RightSourceRx* will apply credit limits to accounts that have an outstanding balance. These scenarios include:

1. If your account doesn't have a valid credit card on file at *RightSourceRx*, a \$150.01 credit limit will be established.
2. If your account has a \$25 balance more than 30 days past due from the date the order was shipped, the credit limit will be reduced to \$0.01.

Members with a valid credit card on file at *RightSourceRx* won't have a credit limit established.

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Q: What happens to my order if my account has a credit limit?

A: An order over the established credit limit will be placed on hold until we receive payment. *RightSourceRx* will contact you to arrange for payment if your account falls into one of the credit-limit scenarios described above (\$150 for accounts with out a credit card on file, or \$0.01 for past due accounts).

To avoid these types of order delays, consider keeping a valid credit card on file with *RightSourceRx*.

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Q: If my medication needs to be refrigerated, how will it be shipped?

A: *RightSourceRx* will send medications that require refrigerated packaging with a cold pack. We provide this with your order at no additional cost.

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Q: Can I have my order shipped overseas?

A: *RightSourceRx* doesn't deliver internationally. We only deliver to American military bases overseas, the U.S. Virgin Islands, and Puerto Rico.

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Q: How do I check my order status?

A: There are two ways to find out the status of your order:

1. Online: Log in to *RightSourceRx.com* using your MyHumana username and password. Click on Order History to see your prescription history processed with *RightSourceRx*.
2. Call *RightSourceRx* toll-free at 1-800-379-0092, 24 hours a day, 7 days a week. The automated system will ask you what type of caller you are. Identify yourself as an "existing member" and then say "order status." Have your prescription number ready when you call.

Please Note: Within three business days, members with a valid e-mail address on file with *RightSourceRx* should receive notification to

confirm that your order has been received, and again when your order has shipped. For members with only a valid telephone number on file with *RightSourceRx*, notification will be sent when your order has been received.

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Q: Why did I receive a generic medication instead of the brand-name medication my doctor prescribed?

A: Generic medications are usually considered "preferred medications" by your plan. Under your benefit plan, if a generic substitute is available and allowed by your doctor, *RightSourceRx* will dispense the generic medication. *RightSourceRx* will dispense brand-name medications at the request of the member or doctor. This request may lead to a higher cost, based on your pharmacy benefit plan.

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Q: What's the difference between a brand-name drug and the generic equivalent drug?

A: Only the inactive ingredients such as filler, colors, and flavorings may differ in a generic drug when compared to its brand-name equivalent. These inactive ingredients don't affect the performance or safety of the medication - just its appearance. One reason for the different look is U.S. trademark laws don't allow generic drugs to look exactly the same as a drug already on the market.

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Q: Does **RightSourceRx** accept returns?

A: In order to comply with certain federal and state laws, and to ensure the integrity of medications dispensed, all *RightSourceRx* sales are final. So, we can't accept the return of properly dispensed prescription medications for credit or refund.

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Q: When can I order my refill?

A: In general, most prescriptions filled by mail order are available for refill after you use two-thirds, or 67 percent, of your medication. For example: with a three-month supply of medication, you should be able to order a refill after 60 days. Note: Some medications have quantity or dispensing limits that may not allow a refill until after you use three-fourths, or 75 percent, of your medication.

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Q: How do I order prescription drug refills?

A: There are three easy ways to order your prescription refills:

For fastest turn-around

1. Online: Log in to *RightSourceRx.com* using your MyHumana username and password. Click on "Order Refill" and then select the available prescription(s) you want to refill.

2. By phone: Call *RightSourceRx* toll-free anytime at 1-800-379-0092. You can order a refill with our automated phone system 24 hours a day, 7 days a week. Please have your prescription number(s), date of birth, Humana member ID, and credit card information ready when you call. For quick turn-around
3. By mail: Complete and mail the Refill Order Form that came with your last *RightSourceRx* prescription order.

Please Note: If you're responsible for some or all of your medication cost, *RightSourceRx* cannot ship your order unless you provide your credit card information or pay in advance. For more information, review your plan benefits or call *RightSourceRx* at 1-800-379-0092.

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Q: What should I do with my unused or expired medications?

A: In general, it's recommended that you don't flush unused or expired medications - this can contaminate the water supply. Visit www.smarxtdisposal.net for disposal recommendations. You can also check your prescription information, or use the "Drug Dictionary" tool on *RightSourceRx.com* for general disposal instructions for your medications.

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Q: How do find out if my drug is covered by my plan?

A: You can find specific drug coverage information several ways:

- Review your benefit materials
- Speak to a Humana representative using the phone number on the back of your Humana ID card
- Log in to MyHumana, your secure Website on Humana.com, and use the "Drug Pricing" tool located in the pharmacy tools section. Here you can view benefit specific coverage information and review suggested generic equivalents and alternatives. An indicator will also show if the drug requires prior authorization, step therapy, or has a quantity limit.

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Q: How much will my drugs cost at *RightSourceRx*?

A: *RightSourceRx* will charge the price according to the mail-order structure of your Humana pharmacy benefits. Use the online pricing tools in MyHumana or on *RightSourceRx.com* to estimate the cost of your medication at *RightSourceRx*. All prices are estimates. The actual cost of your drug is determined at the time it's processed at *RightSourceRx*. The cost is based on your pharmacy benefit, the specific quantity, strength and/or dosage of the drug, and the order in which we process your prescriptions at *RightSourceRx*. You can contact *RightSourceRx* directly if you have any questions.

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Q: How do I update my personal information?

A. If your information has changed since your last prescription was filled, simply contact *RightSourceRx* at 1-800-379-0092, Monday through Friday 8:00 a.m. to 11:00 p.m., Saturday 8:00 a.m. - 6:30 p.m., Eastern Time.

Q: Why can't I log in to my account at **RightSourceRx.com**?

A: If you cannot log in to your account at **RightSourceRx.com**, review the following ideas to troubleshoot the issue.

1. Have you registered with MyHumana? You will use the same MyHumana user ID and password to log in to **RightSourceRx.com**. If you haven't registered with MyHumana, just select the "Login" button on the **RightSourceRx.com** home page and follow the instructions to "Register for MyHumana."
2. Are you using a compatible web browser? **RightSourceRx.com** is currently only supported through Internet Explore 6 and 7. Try using one of these web browsers.
3. Do you currently have a Humana plan with mail-order pharmacy benefits? **RightSourceRx** mail-order pharmacy is exclusively for Humana members. The **RightSourceRx.com** website log in process checks your Humana benefits to make sure you are a Humana member with mail-order pharmacy benefits.

If you are not with Humana, or you do not have mail-order pharmacy benefits, you will not be able to log in to **RightSourceRx.com**.

4. Do you have more than one Humana plan? The **RightSourceRx.com** website log in process checks your Humana benefits and will not know which Humana coverage to select for you. This will cause an error when you try to log in.

Are you getting an "unavailable error" when you try to log in? Most likely there is high traffic on the website and the system took too long to process your log in request. There is also the possibility that the system is going through scheduled maintenance and cannot process your log in request. We recommend that you come back to **RightSourceRx.com** at a different time and try again. If you are trying to order a refill, you can use the automotive phone system 24 hours a day, seven days a week. Call 1-800-379-0092, TTY users call: 1-877-833-4486.

- Say "existing member" and then say "refill"
- Enter your prescription information. You'll need:
 - The Rx number found on your prescription label;
 - Member's 8-digit date of birth;
 - Payment information; representatives are available Monday - Friday: 8:00 a.m. - 11:00 p.m., Saturday 8:00 a.m.- 6:30 p.m., E.S.T. Humana ID number;
- Confirm your shipping address

Still having trouble logging in to **RightSourceRx.com**? Customer care representatives are available to assist you Monday - Friday: 8:00 a.m. - 11:00 p.m., Saturday 8:00 a.m. - 6:30 p.m., E.S.T.