

Prescription Filling & Refilling Tips



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Section 1: Getting prepared

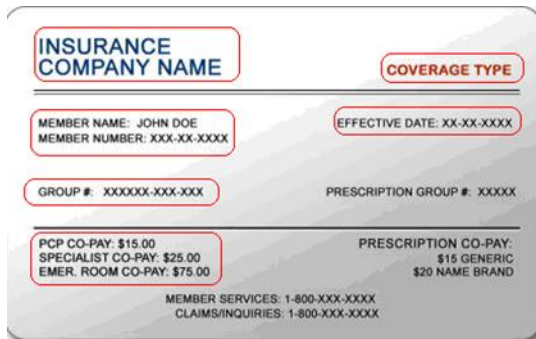
Your health care provider may give you a prescription in different ways, including:

- Writing a paper prescription that you take to a local pharmacy
- Calling or e-mailing a pharmacy to order the medicine
- Sending your prescription to the pharmacy by way of a computer that is linked to the provider's electronic medical record (EMR)



You may also need to find out if your insurance or health plan will pay for the medicine your provider prescribed. Many health plans require you to pay the pharmacy a portion of the cost of the prescription price. This called a co-pay.

Your co-pay amount should be listed in your plan documents or even on



your insurance ID card. If you can't find it, you should be able to find out the amount of your co-pay by calling the customer service number on your insurance or health plan ID card.

Your insurance or health plan may require you to use certain pharmacies. This means they may not pay for your prescription if you do not use one of these pharmacies. To find a pharmacy that takes your health plan:

- Call the phone number on the back of your insurance card.
- Call the pharmacy you want to use to see if they have a contract with your insurance plan.

Recommended items to have on hand when preparing to fill or refill a prescription:

- Prescription number
- Prescribing physician's name
- Insurance card
- Patient's name, address, and date of birth
- Date the prescription was issued. You usually have up to one year to fill the prescription before it expires in most states. The exception to this is prescriptions for controlled substances, which may not be valid after 6 months or less, depending on state laws.

Note: for refills you may not need to provide all the listed items above, this varies based on the pharmacy you are using.

Section 2: Ways to fill or refill a prescription

Once you get a prescription from your provider, there are several ways to fill or refill your prescription. With the recommended items to have on hand when preparing to fill or refill a prescription from Section 1, you can use any of the following options:

- a. In person. Go to a pharmacy, many are located in chain stores such as Walmart, King Soopers or Walgreens. Frequently you can and either wait for it or come back to pick it up later.
- b. By phone. Use the pharmacy's phone number to call in your prescription or refill.
- c. Online. Many chain stores such as Walmart, King Soopers or Walgreens also offer the option to manage your prescriptions online. To use this feature, you frequently need to create an online account through their individual site.



- d. By mail. Some people and insurance companies choose to use mail-order pharmacies. The prescription is sent to the mail-order pharmacy or phoned in by the health care provider. Your medicine may cost less when you order it by mail. However, it may take a week or more for the medicine to get to you.