

Pharmacy Information

Pharmacy	
Pharmacy Name	 Pharmacy Phone
 Address	
 Contact	
 Doctor's Office (for refills)	
Allergies	
Notes	

Insurance
Plan Name
Member/Group ID
Effective Date
 Address
 Phone

Insurance
Plan Name
Member/Group ID
Effective Date
 Address
 Phone

Date

Refilling Medication

How do you receive your medication?



Medication Bottles



Blister Packs



Pre-filled Pillbox

How to Refill Your Medication



Call for a refill. Be prepared to tell the pharmacy your name, date of birth and insurance information. Keep your pharmacy information tool handy.



Arrange for medication delivery or transportation to the pharmacy.



Pick up your medications. If you have questions ask the pharmacist.



Check your medications. Do they look different than they normally look? If so, check with your pharmacy before taking it.



Fill your pillbox.

Prescription Refills: Barriers and Solutions

Barriers	Solution
No refills left	<ul style="list-style-type: none">• Call your doctor or clinic. Call or email your doctor or clinic, or request a renewal on your patient website/portal if available.• Ask if he/she can renew the prescription.• Try to call for a new prescription at least two weeks before it runs out.
Your insurance changed and no longer covers the medication	<ul style="list-style-type: none">• Contact your doctor or clinic.• Ask him or her to submit a Prior Authorization form to the insurance company.• Once your medication is authorized order refills.• If it is refused by the insurance company, you may have to switch drugs. (Contact your doctor or clinic)
Your insurance plan expired	<ul style="list-style-type: none">• To find out more about Medicaid and applying for Medicaid, go to Medicaid.gov to find contact information on Medicaid offices and services in your state.• Your patient navigator can help you find the resources you need and make an appointment with the right office.• If your medication will run out in less than a week, go to your hospital's benefits office or the hospital affiliated with your clinic to see if you can get a few days of medication for free.• If this doesn't work, call your doctor or clinic. He or she may be able to help get the medication.

Prescription Refills: Barriers and Solutions (cont.)

Barriers	Solution
The pharmacy is out of your medication.	<ul style="list-style-type: none"> • Ask your pharmacy to order it. Remember to get refills before you run out.
You can't pick up your refills.	<ul style="list-style-type: none"> • Contact the pharmacy and ask if they can deliver or mail the medication. • See if a friend or family member can pick it up before you run out.
You can't afford the co-pay.	<ul style="list-style-type: none"> • Contact your Patient Navigator
Your pharmacy gave you the wrong medication.	<ul style="list-style-type: none"> • Return it right away and talk to the pharmacist.
The person to whom you feel comfortable talking with at the pharmacy is out for the week.	<ul style="list-style-type: none"> • Contact your Patient Navigator