

PRESCRIPTION REFILL REQUESTS

All prescription refill requests must be made by the patient or an individual authorized on the Release of Medical Information form on file. **We do not respond to pharmacies requesting refill authorization by phone or fax.** Due to the number of unauthorized pharmacy requests we receive, please **DO NOT** ask your pharmacy to contact us for refills.

You do not need your prescription (Rx) number to request a refill. Please provide only the name of the medication, your name, date of birth, and pharmacy.

Please allow **24 hours** for refill requests. If there is a problem with your request, we will contact you. Otherwise, please check with your pharmacy after 24 hours. Refill requests must be submitted during regular office hours. Requests received through the Patient Portal after hours, on weekends, or on holidays will be addressed on the next business day.

No refills available – Call for appointment

If your prescription has no remaining refills or has expired, you may be due for an appointment. Please monitor your remaining refills to help avoid interruptions in your medication. You can find the number of refills remaining on your prescription label or by contacting your pharmacy.

Changing Pharmacies

If you are changing pharmacies, you will need to request your prescription be sent to a new pharmacy. Please contact our office and provide the new pharmacy's name and address. We do not respond to pharmacy requests to transfer your prescriptions.

Prior Authorizations for Prescriptions

If your insurance company requires prior authorization for your prescription, please contact our office. A \$30 processing fee applies to all prescription prior authorizations. Payment is required before the prior authorization is processed. Payment of the fee does not guarantee insurance approval. We also recommend checking GoodRx or Amazon Pharmacy for competitive prescription pricing.