



## **HOW TO REQUEST A PRESCRIPTION REFILL**

**Through your patient portal:** This is the best way to ask for refills and keep in touch with your child's team regarding their medication. Remember, it may take up to two business days before you hear a response. Plan ahead for this possible delay.

*To sign up for the patient portal, call the front desk at 251.625.2400. They will walk you through on how to set this up if your password has been forgotten.*

**At your office visit:** Ask your provider to give your child enough medication to last you until your next scheduled appointment. Remember to schedule your next appointment when checking out.

## **PRIOR AUTHORIZATIONS**

If your insurance company requires a prior authorization (PA) when you pick up/request your prescription, ask your pharmacy to fax the PA information to 251.625.2800. It is your responsibility to find out from your pharmacy if one is needed before your child's medication runs out.

Our office will contact you and the pharmacy once we hear from your insurance company about approval or rejection. Prior authorizations can take up to 10 days to process. If you are still waiting and need the medications before we receive an answer, you can often pay out of pocket and your insurance company can reimburse you if the PA is approved.

Remember we are CLOSED Friday, Saturday and Sunday. Therefore, planning ahead is essential. Responses are not provided to portal messages during closed business hours. You may call 251.625.2400 to reach the answering service if you have a message for the provider during closed business hours.