

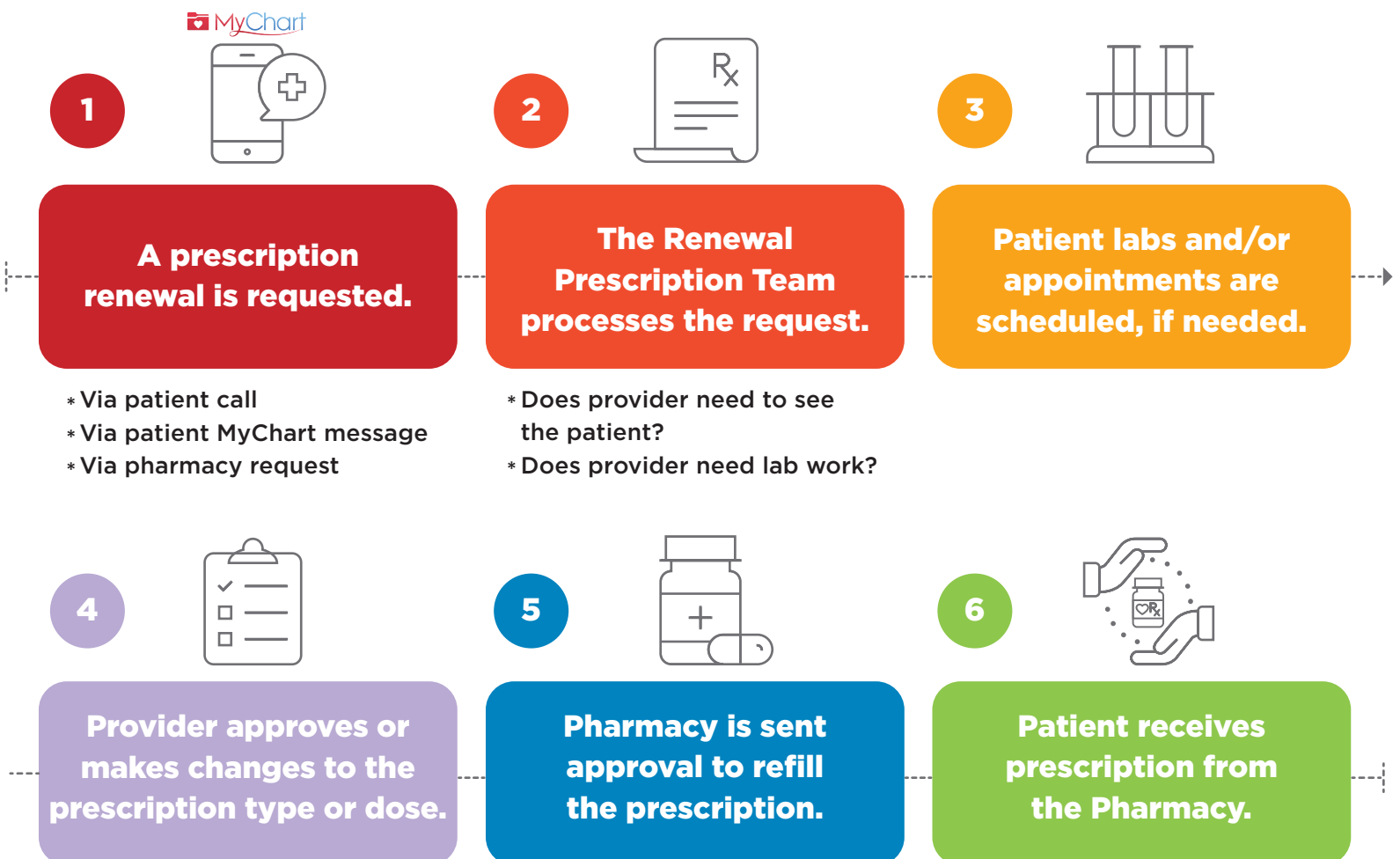
# UNDERSTANDING THE PRESCRIPTION RENEWAL PROCESS

Getting a prescription renewed after you run out of refills often takes more time than people think. So, we wanted to share how the process works to help make things easier for our patients.

As you can see from the graphic below, there are many steps we must take when processing requests for prescription refills and insurance approvals. Sometimes there may be events that can slow down this process, such as medication shortages and delays hearing back from insurance companies. Delays can even happen when concerned patients call too many times to check on a prescription status.

## What happens when I need a renewal on my prescription?

A prescription **renewal** is necessary when a medication can no longer be refilled at the pharmacy and must be renewed by the prescribing provider before more refills can be ordered.



- Up to **3 business days** for routine renewals if no testing/exams or prior authorization is needed.
- Up to **1 week** for non-routine requests.
- For urgent renewals, contact the covering provider or the on-call provider.

# Here are some tips to help the prescription refill process go as smoothly as possible for you.

**1. Don't Wait Until Your Prescription Runs Out** - When there are only 8-10 doses left and you are out of refills, please contact Fenway Health immediately. You can send a MyChart message or call. Remember, it can take several days to process a renewal with your medical provider and your insurance company may also need to be contacted. By reaching out to us early, you can avoid the chance of running out of your medication.

**2. Plan for Processing Time** - You can expect it to take about 3 business days to process a routine renewal of your prescription. Keep in mind it can take up to 2-4 weeks if we need to get a prior authorization from your insurance company. Urgent requests are typically processed in 24-48 hours (excluding weekends).

**3. Save Calls for Urgent Situations** - We understand you might want to check on the status of a refill. However, please consider the processing time needed before calling. Of course, you may call if you have an urgent issue, or if it has taken longer than the estimated time.

**4. Understand Common Terms** - Healthcare can be confusing. Knowing the meaning of common terms can help you understand how things work better:

**Refill** - When you are prescribed a medication, the provider will specify how many routine refills are allowable. When the number of refills run out, the prescription must be refilled at the pharmacy. Contact your pharmacy.

**Renewal** - If there are no more refills left, you may need a prescription renewal. Contact your provider's office to get a renewal sent to the pharmacy of your choice. Your renewal may be approved if your medical visit and/or lab work is up to date. If not, you will be required to schedule a visit with your provider.

**PCP or Provider** - A PCP or Primary Care Physician is a doctor that takes care of a patient's health needs.

**PA- Prior Authorization** - Medically necessary information that must be provided to health insurance from your provider. In many cases when your medical provider recommends a medication, we must obtain an approval from the insurance company that the medication will be covered (paid for) under your health plan. This process sometimes involves communicating with your provider to find a suitable medication that your insurance plan will cover.

**PA- Pre Authorization or Pre Approval** - An approved renewal from the provider when the pharmacy is requesting that the provider send a new prescription for medication.

*All of us at **Fenway Health** work hard to make sure you have the medication you need, when you need it. As always, we thank you for your patience and for entrusting **Fenway Health** with your health.*