

What Happens When You Request a Refill?

01. YOU

You notice you only have about 7 days worth of medication left and decide to request a refill.



To avoid running out of your medication, call the pharmacy at least 1 week before you need a refill. Have your prescription number or medication name ready when you call!

02. PHARMACY

You call the pharmacy for a refill, but they tell you that you're out of refills. The pharmacy will contact your doctor for more refills and follow up if they don't hear back.

Sign up for text alerts or use the pharmacy's website or app. If you have your prescription number, you can usually request refills instantly when calling—no waiting on hold!



03. DOCTOR

Call your doctor if the pharmacy hasn't received a response, and schedule your next visit when you call. Ask if your doctor's office has a patient portal so you can follow-up with your request online.

If you haven't had a check-up or need lab work, your doctor may not approve your refills. To avoid delays:

- Follow up regularly with your doctor as directed, typically every 3-6 months
- Get blood tests 1 to 2 times a year, or more if recommended by your doctor
- Ask for medication refills at every visit



04. PHARMACY

After receiving your prescription, the pharmacy will order and prepare your medications. Sign up to get notified via call, text, or email to know when it's ready!

Can't make it to the pharmacy? Mail order can bring your medications to you! Call L.A. Care Member Services to enroll.



05. YOU

Your medication is ready for pick-up!



Want to refill less often? Ask your doctor about a 90 or 100 day supply.