

Requesting Prescription Refills and the Prior Authorization Process

When you notice your supply of medications running low, check on your refills before your supply runs out to ensure that you can continue taking your medications as prescribed.

When should I request a refill?

Refill your medications when you notice your supply running low, about 3-5 days before running out. It can take 1-3 days for a regular refill request to be fully processed and received by your pharmacy.

How do I request a refill?

- First, check to see if you have refills remaining on your medication.
You can do this in multiple ways:
 - Look at the number of refills on your medication bottle.
 - Call your pharmacy.
 - Check your pharmacy app.
 - Go to your pharmacy in person.
- If your pharmacy has refills remaining, reach out to them to schedule your medication pick-up.
- If your pharmacy has no refills left on your medication, you will need a new prescription.

You can request a new prescription in multiple ways:

- Call your doctor's office.
- Use your MiChart portal.

What are some helpful tips for requesting medication refills?

- Before any upcoming doctor's appointments, check your supply of medications and request a new prescription at your next appointment if you are running low on any medications.
- Do not send multiple refill requests. This may create duplicate cases and cause delays in processing.
- Be as specific as possible in your request(s). Include the medication name, strength, directions, and which pharmacy you would like the prescription to be sent to in your request. If there is missing information, we may reach out to you to clarify your request, which may cause delays in your refill being processed.

What do I do if my medication requires a prior authorization?

Prior authorization is a process to request approval for medication coverage from an insurance company for a medication that is not typically covered. It is also known as pre-authorization, PA, or prior approval.

Contact your doctor's office to let them know which medication(s) you need a prior authorization for. You will be notified by your pharmacy and/or insurance company that a prior authorization is needed.

When you let your doctor's office know which medications require a prior authorization, a request will go to the prior authorization or pharmacy department for processing. It may take up to 30 days for us to receive a decision from your insurance company.

What are some helpful tips if my medication requires a prior authorization?

- Work with your provider early on to ensure that this process can be completed before you run out of your current supply of medication. Inform

us as soon as you receive a prior authorization notice or notice of an expiring prior authorization.

- Tell your provider how this medication has been working for you and why alternative medications are not as effective to help them provide better information in the prior authorization submission.
- Please be patient. Our staff is working hard to get your prior authorization submitted, and it can take some time for us to hear back from the insurer about a decision.
 - If it has been one week since submission, feel free to reach back out to us for an update.
- Do not submit multiple prior authorization requests. This could create duplicate cases and cause delays in processing.

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