



Pharmacy Prescription Refills: Frequently Asked Questions

Question	Answer
What do I do if I need my prescription refilled?	Call your pharmacy directly.
How far in advance can I request a refill?	1 week before you will need more medication is usually the earliest time allowed by insurance plans for refill requests.
What will my pharmacy need to know when I call?	In most cases, just the prescription number located on the label of your medication bottle.
How long should it take to process?	Allow 48 hours for your refill to be ready, not including the weekend. If you have unused refills on your prescription, it may be ready sooner.
How do I know when my prescription is ready for pick-up?	Check directly with your pharmacy. The pharmacist will only contact Facey if there is a delay in processing.

Not all prescriptions can be refilled by phone. Some require a follow-up visit with your provider or a new written prescription. If you need to see your doctor before your prescription can be filled, your pharmacy will notify you directly.