

All prescription refill requests are individually addressed by health center staff and take a minimum of 2 business days to process. Please request prescription refills in advance to assure you do not run out.

CareATC Provider Prescriptions:

CareATC offers medications based on state guidelines, client contracts, and provider preference. You may have one or more of the following options available to you from your CareATC provider. Check with your HR Administrator to determine your prescription benefits.

- Health center dispensing- request refills through the CareATC portal/mobile app, or through the Patient Access Center (PAC) by calling 800-993-8244. Be prepared to confirm information regarding your prescription.
- Mail order medications- refills are automatic but contact your provider for any questions.
- Retail pharmacies (vouchers may be available)- contact the pharmacy to initiate a refill request.

Non-CareATC Provider Prescriptions:

To request refills on prescriptions from non-CareATC providers, patients must be established with a CareATC provider and have a new prescription written by that CareATC provider in order to fill that prescription in the health center.

I acknowledge that I have been provided a copy of the Prescription Refill Process. I understand that all prescription refills require a minimum 2 business days to process. All prescriptions dispensed on site must be issued from a CareATC provider.

Patient Signature (or Legal Representative)

Date

Patient Name (Printed)