



Why take time out of your **BUSY DAY** to refill your prescriptions at one of our pharmacies when **YOU CAN DO IT** from the convenience of your **HOME** or **OFFICE**?

SAVE TIME AND ENERGY

Here are the most convenient ways to order most refills without standing in line.

- **On the Web.** Order refills for you or your family members online, 24 hours a day, by going to kp.org/rxrefill. When you use our Web site's secure features for the first time, all you need to do is register online and we'll mail your password to your home in three to seven days. Some services are not available in all areas. Prescriptions ordered online will be ready at your local Kaiser Permanente pharmacy within 48 hours or can be mailed to your home.
- **Our automated telephone system.** Call anytime to order your prescription refills. Just call our mail-order service number at **1-888-218-6245** (toll free)

or the pharmacy refill phone number highlighted on your prescription label. Be sure to have the following information ready: your medical record number, prescription number, home telephone number, and—if you're using our mail-order service—your credit or debit card number and expiration date.

- **By mail.** You can also order prescription refills using our preprinted mail-order form. Use the attached form or pick up additional forms at any of our pharmacies. Complete the form, drop it in the mail, and you should receive your prescription(s) within two weeks.

POSTAGE PAID

For more convenient service, order by phone or online and use our free mail-order service! In most cases, you don't pay for U.S. postage.

Your prescription(s) should arrive within 7 to 10 days.

Most medications can be mailed, but there are some restrictions. Please check with your local pharmacy if you have a question about whether or not your prescription can be mailed.

WE KNOW YOU BEST

We work hard to provide you personalized care. Our pharmacists use a computer system that provides them with your prescription records. This helps us determine that a prescription you receive does not adversely interact with another drug you're currently taking or cause an allergic reaction based on the allergies you've told us about.

Our pharmacists are available during business hours at the pharmacy or by phone to answer any questions you may have about your prescription.

OUT OF REFILLS?

If you have no refills left when you place your order, we can contact your physician to request additional refills. In most cases, we can send an e-mail to your physician so that we can get your prescriptions filled quickly. Please allow an additional 48 hours when you have no refills remaining.

WHO TO CALL?

We're here to answer your pharmacy questions. You can call the pharmacy's number printed on your prescription label or find the number in *Your Guidebook to Kaiser Permanente Services*. If you have questions about your benefits, contact our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY for the hearing/speech impaired), weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m.

PRESCRIPTION REFILL MAIL-ORDER REQUEST FORM

Step 2 – Payment information

All orders must be paid in advance. **Do not send cash.**

- VISA Check enclosed
 MasterCard (make payable to Kaiser Permanente)
 American Express
 Debit/ATM/check card Amount enclosed
(Visa/MC logo) \$ _____

Cardholder name _____
 Account number _____
 Expiration date _____
 Cardholder signature _____

Step 3 – Shipping information

There is no additional charge for delivery. Please allow 7 to 10 days for your order to be processed.

Name (Last, First, MI) _____
 Address _____
 (City) _____ (State) _____ ZIP code _____
 Telephone (day) _____ (evening) _____