

Prescription Information

Attention Patients:

With all the recent changes to the insurance industry, we are noticing problems with prescription coverage. In order to help make this an easy process, we have a few tips for you:

- If you are told that your prescription requires **PRIOR AUTHORIZATION** you will need to call the customer service number on the back of your card and have the insurance company fax us a prior authorization form. Once we receive the form, we will fill out all necessary information and wait on a response from then insurance company. This can take up to 72 hours (or longer depending on your plan).
- If you are told that your prescription is **NOT COVERED** we ask that you obtain a formulary from your insurance company. This is a list of drugs that they will cover. It will allow us to pick a drug similar to the original prescription that is also covered for you.
- If your **CO-PAYMENT IS TOO HIGH** we ask that you please ask the pharmacy if that prescription has a generic equivalent, and what the price difference is between the brand and generic. If the brand is only slightly more expensive, the doctor may still recommend the brand. If it does, please contact the office to have the prescription changed. **If there is no generic available, please contact your insurance and have them send you a formulary. This is a list of drugs that the insurance company will cover. With the formulary we may be able to find you a cheaper alternative, although this is no guarantee.**
- **Coupons** are often available for different medications. If coupons are made for your prescription and we have them available, we will make sure that you get one. Please follow all instructions given with the coupon, as some of them require activation.