

# Why spend time refilling 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 some convenient ways to order most refills without standing in line:

- **On the Web.** You can order refills for you or your family members online, 24 hours a day, by going to **kp.org/rxrefill**. To use this secure feature on our Web site for the first time, all you need to do is register at **kp.org/register**, then sign on with your user ID and password. Prescriptions ordered online will be ready at your local Kaiser Permanente pharmacy within 48 hours or can be mailed directly to your home.
- **With our automated telephone system.** You can call 24 hours a day to order your prescription refills. Just call our mail-order service number toll free at **1-888-218-MAIL (1-888-218-6245)** 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 selecting the mail-order option, your credit or debit card number and expiration date. Choose option **1** to have your prescription mailed to you.

- **By mail—by check.** You can also order prescription refills using our preprinted mail-order form. Use the attached form or pick up additional forms at any Kaiser Permanente pharmacy. Just complete the form and drop it in the mail, along with a check, and you should receive your prescription(s) within 7 to 10 days after we receive your order.

## POSTAGE PAID

For more convenient service, order by phone or online and select the mail-order option. Most prescriptions can be mailed to you at no extra cost and 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 with personalized care. Our pharmacists are connected to your electronic health record. This provides them with your prescription records and helps them determine whether or not a prescription you receive interacts adversely with any other drug you're currently taking, or may 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 prescriptions.

## 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 phone 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**, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. For TTY service for the deaf, hard of hearing, or speech impaired, call **1-800-777-1370**.

## PRESCRIPTION REFILL MAIL-ORDER REQUEST FORM

### Step 2 – Payment information

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

Check enclosed

(make payable to Kaiser Permanente)

Amount enclosed \$ \_\_\_\_\_

### Step 3 – Shipping information

There is no additional charge for having your prescriptions mailed. Please allow 7 to 10 days for processing after we receive your order.

Name (Last, First, MI) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

ZIP code \_\_\_\_\_

Telephone (day) \_\_\_\_\_

(evening) \_\_\_\_\_

# Prescription refills made easy

Order your refills **online**, by phone, or by mail



Make your prescription refills  
**COME TO YOU**



Kaiser Permanente  
Centralized Prescription Pharmacy  
P.O. Box 5060  
Livermore, CA 94551-5060



## OUR PHARMACY SERVICES

At Kaiser Permanente, our goal is to provide you with outstanding service to complement the high-quality health care you receive.

We are committed to meeting your pharmacy needs, and we've developed ways to make ordering your prescription refills quick and simple. In most cases, you don't even have to come into the pharmacy.

[kp.org/rxrefill](http://kp.org/rxrefill)

## PRESCRIPTION REFILL MAIL-ORDER REQUEST FORM

Fill in the information (please print clearly), tear off the form, place it in an envelope, and mail it to the address below with your check. **Do not send cash.**

**Kaiser Permanente**  
Centralized Prescription Pharmacy  
P.O. Box 5060  
Livermore, CA 94551-5060

**Member #1**

Medical record number	Prescription number	Drug name
Name (last, first, MI):	1	
	2	
	3	
	4	

**Member #2**

Medical record number	Prescription number	Drug name
Name (last, first, MI):	1	
	2	
	3	
	4	

**Step 1 – Member information**  
Use one box per member. If you have additional members and/or prescription refills, please attach a separate piece of paper:

**Comments**

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