

Direct Scripts Auto Fill service helps address one of patients' main sources of anxiety when using mail order- fear of running out of medication because they forgot to refill, or the medication was not delivered when expected. With Direct Scripts Auto Fill service, patients no longer need to worry as Direct Scripts automatically delivers refills to the patient when the medication's supply is due to run out. And when the prescription is out of refills, Direct Scripts will contact the provider for a new prescription. This helps avoid gaps in care that can affect a patient's health.

Question: What is the Direct Scripts Auto fill process?

Answer: Auto fill is a prescription refill convenience that supports continuity of care and prevents shipment delays. Upon prescription receipt from your provider (with refills), your prescription will be automatically refilled every 90 days. Please note a pharmacy can only refill every 30 days for controlled substances written for a 30- day supply. With this service, there is no need to contact the pharmacy for a refill request. When your prescription has no remaining refills or is expired, the pharmacy will contact your provider and request a new prescription.

Question: What is the timeframe for an auto fill?

Answer: Each prescription will begin to be processed when your current supply of medication is 75% gone. For a 30-day supply of medication, this is 7 days left. For a 90-day prescription, this is 22 days left.

Question: What if my prescription is expired or has no refills remaining?

Answer: The pharmacy will automatically contact your provider for a prescription renewal request.

Question: If my medication is on autofill, and my prescription is discontinued or changed by the provider after it has been delivered, can I return it for a refund?

Answer: No pharmacy is allowed per state and federal regulations to accept returned medications.

Question: What are some reasons why my medication should not be auto filled?

Answer:

- ❖ The dose of your medication changes periodically (for example, Coumadin)
- ❖ Your physician changes your medication frequently
- ❖ You use your medication on an as needed basis
- ❖ You take your medication differently than prescribed (*Please note this is NOT recommended by our pharmacy*)
- ❖ If your medication is a medication applied to your skin (example includes cream, ointment, gel, lotion).
The amount used by each individual varies on the area

Question: Am I required to have all my prescriptions on auto fill?

Answer: No, you can contact our customer service via email at WeCare@DirectScripts.com (if email is unavailable, you may contact customer service at 1-800-913-1846) to choose which family members and which prescriptions you want on auto fill. If you contact our customer service to change the auto-fill status of a prescription, you will receive a confirmation of the change via your preferred contact method

Question: What medications are NOT eligible for auto fill?

Answer:

- ❖ Any prescription with "as needed" in the directions *unless you specifically request* by contacting WeCare@DirectScripts.com (if email is unavailable, you may contact customer service at 1-800-913-1846)
- ❖ Topical medications-cream, ointment, lotion, salve, gel, medicated pads *unless you specifically request* by contacting WeCare@DirectScripts.com (if email is unavailable, you may contact customer service at 1-800-913-1846)