



## **Prescription Medications Policy**

- To ensure your prescription is ready when due, please call the office 5 business days in advance of due date. NO EXCEPTIONS. Please do not call the office after hours for refills, as these requests will not be addressed until the next business day. During office hours, please leave messages on the refill line, or use our patient portal at any time.
- The physician may order testing for drug use at any time at his or her sole discretion. You are to comply with any and all drug tests, instructions, and pill counts that may be ordered by the physician, including but not limited to urine, blood or saliva swab samples even if requested on days when you do not have a scheduled appointment.
- The lab will bill your insurance for the cost of the urine drug screen. Any applicable deductible or co-insurance will be your responsibility. If there is a specific lab you must use, please let us know when you leave your specimen. All patient specimens with UPMC insurance will be sent to Quest Diagnostics. All other insurances will be sent to Millennium Health.
- Prior authorizations may be required by your insurance company for some medications. Please be advised that this process may take 2 to 5 business days after the forms are completed by this office.
- Please do not call multiple times to inquire if prescription or authorization is ready or approved; we will call you. Or you can check with your pharmacy for all routine refills.