

### How and where do I pick up my prescriptions?

- **Call your pharmacy in advance to order prescription refills to ensure your medications are in stock and available.**
- **Ask your pharmacy about free delivery service if you are impacted by the Corona Virus (COVID-19) emergency and are avoiding unnecessary exposure events.**
- Select your preferred pharmacy from the list of SFHP network pharmacies found here: <http://www.sfhp.org/providers/formulary/find-pharmacy/> or call SFHP Customer Service for assistance finding the right network pharmacy for you.
- Make sure to tell your doctor or nurse practitioner your preferred pharmacy so your prescriptions can be electronically sent to that pharmacy.
- Show your SFHP ID Card to the pharmacy representative at your preferred pharmacy to pick up your prescriptions.

### Can I pick-up more than a 30 day supply of my prescription medications?

- **SFHP encourages you to fill a 90 day supply of your chronic medications if possible.**
- For most medications used to treat chronic conditions, SFHP encourages members to get up to a 90 day supply of medications with each prescription fill as allowed by the prescription written by your provider. Examples include but are not limited to antidiabetic medications including insulin, anticonvulsants, anticoagulants, antidepressants, antihyperlipidemics, antihypertensives, and inhaled steroids.
- A 30 day supply only is allowed for all opiate medications. Up to a year supply of self-administered hormonal contraceptives (i.e. up to 364 pills, 12 vaginal rings, and 36 patches) is allowed with patient request and a valid prescription for the correct quantity.

### When can I pick-up a refill of my medications?

- Refills are allowed when 75% of the prior prescription has been used, except for opioid pain medications where refills are allowed when 90% of the medication has been used.
- **If you are impacted by the Corona Virus (COVID-19) emergency and need your prescription refills early, have the pharmacy call our PBM, PerformRx, at (888) 989-0091 to request an early-refill override.**

### My prescription was lost/damaged/stolen, what do I do?

- **If you are under quarantine because of the Corona Virus (COVID-19) emergency and do not have access to your regular medications, have the pharmacy call our PBM, PerformRx, at (888) 989-0091 to request a replacement fill.**
- Ask your preferred pharmacy to call our PBM- PerformRx at (888) 989-0091 to request an override for a replacement fill. If your original prescription is out of refills, you will need to get a new prescription from your prescriber.
- Please Note: For controlled substances, your prescriber will also have to approve a replacement refill.

### I have a new prescription for a restricted medication that I need urgently. What do I do?

- Talk to your pharmacist. The pharmacist at your preferred pharmacy has the discretion to fill up to a five (5) day supply of any restricted medication for you urgently.
- Ask your preferred pharmacy to call our PBM- PerformRx at **(888) 989-0091** for assistance filling the five day emergency supply of your medications.

### I'm outside San Francisco and have a prescription from an emergency room. How do I get my prescriptions filled when the pharmacy is out-of-network?

- **If you are outside San Francisco and because of the Corona Virus (COVID-19) emergency, cannot go to a SFHP network pharmacy, ask any out-of-network pharmacy to call our PBM- PerformRx at (888) 989-0091 to request an out-of- network emergency override.**
- Ask the out-of-network pharmacy to call our PBM-PerformRx at **(888) 989-0091** to request an out-of-network emergency override.

### I'm planning to go on a vacation and need to plan ahead, can I get a larger quantity of my prescription?

- Yes, ask your preferred pharmacy to call our PBM-PerformRx at **(888) 989-0091** to request a vacation override request. Your pharmacy must provide us the following information upon request:
  - Destination you will be traveling to
  - Duration of travel (up to 90 days)
  - Names of medications needed

### Do I have access to pharmacies outside San Francisco?

- SFHP has a network of over 450 pharmacies in San Francisco and the five surrounding counties: Alameda, Contra Costa, Marin, Santa Clara and San Mateo. Our online searchable pharmacy directory to find a pharmacy can be found here: <http://www.sfhp.org/providers/formulary/find-pharmacy/>
- If you are outside the San Francisco Bay Area, ask any out-of-network pharmacy to call our PBM- PerformRx at (888) 989-0091 to request an out-of-network emergency override.

### I cannot leave my location due to the Corona Virus (COVID-19) emergency. How do I get my prescriptions filled when I cannot go out to pick up my medications?

- **Most pharmacies in the SFHP network are providing free delivery services during this Corona Virus (COVID-19) emergency.**
- Free delivery services are available from: All CVS pharmacies, Walgreens pharmacies, and NEMS pharmacies, and the following list of independent pharmacies: Torgsyn Discount pharmacy, Joe's pharmacy, Scriptsite pharmacy, Alto pharmacy, Daniel's pharmacy, and AHF pharmacy.

### I moved out of San Francisco, can my prescriptions be filled at my current location?

- Yes, if you are moving to a different county, you have up to 2 months to contact Medi-Cal and request to transfer your benefits to your new county
- San Francisco Health Plan can provide up to 2 months of override for prescriptions being filled at another county.

- For additional assistance contact the Health Care Options office at **(800) 430-4263**

**Who do I call to check the status of my Prior Authorization?**

- Contact our PBM- PerformRx at **(888) 989-0091**

**How do I fill a prescription for my newborn baby?**

- Your pharmacy must create a new record for your newborn using the following information:
  - Name: Child's name
  - Date of Birth: Mother's DOB
  - Gender: Female (to reflect the mother's coverage)
  - SFHP member ID number: Mother's SFHP member ID number
- Your Pharmacy can use this billing process for newborns up to 2 months after birth.
- You must report the birth to Medi-Cal or San Francisco Health Plan within 2 months so an ID card will be issued specifically for the newborn.

***For More Information:***

***Visit the SFHP Website: [www.sfhp.org](http://www.sfhp.org)***

***Call SFHP Customer Service Monday – Friday 8:30am – 5:30pm at (415) 547-7800 or call (415) 547-7830 for TTD/TTY services for people who are Deaf, Hard-of-Hearing or have Speech Disabilities***