



Planned Parenthood of Maryland

## **HORMONE THERAPY PRESCRIPTION REFILLS**

### **Prescription Requests:**

If you are seeking a refill on your medication, you likely either have refills at the pharmacy or are due for follow up care. Please do the following:

- 1. Call your pharmacy to see if you have any refills on file.**
  - a. Track the number of refills listed on your prescription container and reach out for a prescription renewal when you reach 0 refills.
  - b. If you have no refills left, you may be due for follow up care (an appointment or outstanding lab work). If you are not sure what you need or need further assistance, contact us at (410) 576-1414.
- 2. Schedule an appointment if you are due:**
  - a. If you are an existing patient, you can schedule an appointment:
    - i. Through your PPM MyChart Account
    - ii. Through the PPM website: [www.ppm.care](http://www.ppm.care)
    - iii. By calling PPM: (410) 576-1414
  - b. If you run out of medication before your appointment, request a short-term bridge prescription refill by phone, or through your PPM MyChart account. \*
    - i. PPM: (410) 576-1414

**\*Please note: If you are overdue for a visit, you may not be able to get a refill until you are seen.**

### **Prior Authorization for Medication Coverage:**

If your pharmacy stated you need “prior authorization” to fill your prescription, we may need to submit a prior authorization request to your insurance requesting they cover your medication. This is common for testosterone or if your prescribed quantity exceeds what your insurance typically covers.

If this is the case, please contact the GAC Support Team through MyChart and we will begin the process. The prior authorization process can take several business days and the team will call you or send a message through MyChart to notify you of the results once insurance responds to the request.