



Automatic Refill Program Summary

The California Board of Pharmacy has created some new regulations to help protect patients from being billed for prescriptions they haven't requested. These rules go into effect July 1, 2022, and require that we get annual written consent from you to send automatic refills. Pacific Compounding Pharmacy and Consultations (PCPC) staff are happy to comply with these new regulations and, as always, you can withdraw from the refill program anytime.

In order to participate in the Automatic Refill (AR) Program we must obtain written authorization from the patient for each prescription medication to be automatically refilled. We have made it easy to complete the Pacific Compounding AR Program Enrollment Form. Your authorization is good for up to one year and is specific to the medication, strength, dosage form, and directions for your prescription. If any of these change, a new written authorization will need to be obtained for the new prescription. You can find our Automatic Refill Program Enrollment Form here: <https://pacificcompounding.com/patient-forms>.

No prescription will be filled in the AR Program without the patient's signed enrollment form. Unfortunately, verbal authorization to participate is not sufficient. For each enrolled prescription, PCPC staff will automatically fill, automatically bill your credit card (and automatically ship if requested) your prescriptions as long as your authorization remains valid. With each fill, you will receive notification that the prescription was filled pursuant to your AR Program enrollment.

Prescriptions will continue to be filled through the AR Program until your enrollment expires or PCPC has sent you a confirmation of receipt of your signed Automatic Refill Program Withdrawal Form which can be found here: <https://pacificcompounding.com/patient-forms>. At any time, the patient may complete the withdrawal form indicating unenrollment from the AR Program for a specific prescription. Patients should complete this form at least 10 days prior to your next anticipated automatic refill so that we have adequate time to process your request before you get billed and receive your prescription again. Once your Withdrawal Form is received, PCPC staff will send written acknowledgement that your prescription will no longer be enrolled in the AR Program.

We look forward to continuing Five-Star service for you through our new, and improved, AR Program.

PCPC AR Program FAQs

Q: What is the AR Program?

A: The AR Program is designed to make it easier for you to receive your medication(s) in a timely manner and prevent missed doses. Once you have enrolled your medication(s) in this service at PCPC, we will manage getting your refill ready and will proactively contact your prescriber to make sure that you have enough refills. Your prescription(s) will then be automatically filled and billed to your credit card. If you have requested, we will also ship your medication to your address.

Q: How do I enroll in the AR Program?

A: Complete the *Automatic Refill Enrollment Form* for each medication that you would like to have auto-refilled. You can find this form on our website at <https://pacificcompounding.com/patient-forms>.

Q: Can I provide verbal authorization to enroll my prescriptions?

A: No. Pharmacy Law CCR 1717.5(a)(2) requires that AR Program authorization be in writing.

Q: Can I enroll all my prescriptions on one authorization form?

A: No, each prescription will need a separate enrollment form.

Q: What is the cost to the AR Program?

A: There is no additional cost to participate in the AR Program.

Q: Are all medications eligible to be enrolled in the AR Program?

A: No. Medications that are filled on an "as needed" basis or are not intended for long term use will not be eligible for the AR Program.

Q: How long is my authorization/enrollment good for?

A: Either a maximum of 1 year or when you withdraw your authorization/ unenroll from the AR Program

Q: How do I un-enroll from the AR Program?

A: Please complete the PCPC *Automatic Refill Withdrawal Form* which is found on our website at <https://pacificcompounding.com/patient-forms>.

Q: What if my doctor changes my dose or directions for my medication, is it still enrolled?

A: Unfortunately, no. We will need a new enrollment form any time the drug, dose, dosage form, or directions are changed by your prescriber.

Q: How do I pay for medications that are enrolled in the AR Program?

A: At the time of enrollment, we will request a credit card number from you to bill your prescription and shipping charges (if applicable).