

Prescription fills and refills

As a member, you can fill and refill prescriptions at any participating network pharmacy. For locations, download the MyBSWHealth Pharmacy mobile app by texting BETTER to 88408. BSWHP members also have access to prescription home delivery from the mail service pharmacies shown below. For the pharmacy to have your current insurance and process your prescription correctly, provide your BSWHP insurance card when filling or refilling prescriptions.

Filling a new prescription

At a local in-network pharmacy

- Take your written paper prescription and BSWHP insurance card to the pharmacy.
- Ask your doctor to call or send the prescription via the provider's electronic medical record (EMR).

Have your prescriptions delivered to your home

- Call Optum Home Delivery or ask your doctor to call in the prescription to 833.502.3339, Option #1 OR
- Mail your prescription along with the mail order form found at [BSWHealthPlan.com/Pharmacy](https://www.BSWHealthPlan.com/Pharmacy) (under "Pharmacy Information and Locations") to:

Optum Rx Pharmacy
P.O. Box 2975
Mission, KS 66201

Mail service prescriptions may take five to seven days to deliver.

Fill your specialty prescriptions

- Call one of the pharmacies listed below or ask your doctor to call in the prescription
- | | |
|------------------------|--------------------------|
| BSW Specialty Pharmacy | Optum Specialty Pharmacy |
| 844.288.3179 | 833.502.3339, Option #2 |

Refill an existing, non-expired prescription

At a local in-network pharmacy

- Request your refill via phone, online, or at the pharmacy where you last filled your prescription.

Have your prescriptions delivered to your home

- You can request your refill via phone, mail, or online.

Requesting a prescription transfer

You can transfer a prescription to another pharmacy by contacting the new pharmacy by phone, online, or going into the pharmacy and letting them know which prescriptions you would like transferred. The new pharmacy will then contact the pharmacy that last filled the prescription for the necessary information needed to fill the prescription. Allow extra time to fill transferred prescriptions the first time to complete this process.

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