Prescription Refills

Retail Pharmacy refill process

Steps

Step 1: Contact your pharmacy

Contact your pharmacy to request prescription refill.

Step 2: Call your pharmacy

*Call your pharmacy for refill request status. Processing of prescriptions can take 24 to 48 hours.*

Step 3: Pick up prescription refill from your pharmacy.

Walgreen’s, Parnassus Heights and Safeway are a few local pharmacies in network. (There is a $5 co-pay for generic prescriptions and a $25 co-pay for brand-name prescriptions.)

Please note that some medications, such as pain medication, might require a follow-up visit with your SHCS provider.

Mail-In refill process

Steps

Step 1: Contact DrugSource
Contact DrugSource to request prescription refill.

To submit a first-time request to DrugSource click here [1]

Step 2: Call DrugSource

Call DrugSource for refill request status. Processing of prescriptions can take up to **24 to 48 hours**.

Step 3: Receive your prescriptions via Mail Order with free standard shipping,

Mail Order (90 day Supply)
$15 generic, $75 brand, $120 non-formulary brand

Please note that some medications, such as pain medication, might require a follow-up visit with your SHCS provider.

**Urgent Prescription Request**

If you are experiencing a medical emergency, and you need your medication refilled in less than 24 to 48 hours, notify us immediately after your pharmacy has faxed in your request.

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Links