

Automated Refill System

Frequently Asked Questions

~ **Can I call the Automated Refill System after the Pharmacy is closed or on the weekend?** Yes, you can call at anytime to refill your prescription.

~ **How long should it take for my refill to be ready?** During normal pharmacy hours, Automated Refills are usually processed in 4 hours. If refills are called in through the Automated Refill System either after 3pm, during the weekend, or when our centers are closed, refills should be ready before noon on the next business day. [Listen to the Automated Refill System prompt for your specific refill time before you hang up!](#)

~ **If the Automated Refill System says: "invalid refill number", what does that mean?** That prompt means you have entered a prescription for the wrong Pharmacy location. Example: If you have received an initial prescription in Harlem, you have to refill that prescription using the Harlem Refill System.

~ **Can I refill more than one prescription at a time?** Yes, you can enter more than one prescription using the Automated Refill System. Listen for the prompt to enter additional prescription numbers to refill.

USE the Automated Refill System



Automated Refill System

Available in English & Spanish
Disponible en inglés y español



Would you rather refill online?

Setup an account on

WWW.HappyHealthyMe.ORG

To refill your prescriptions, see your current active medication list, request appointments & much more...

NOTE: HappyHealthyMe.ORG is ONLY intended for enrolled patients 18+ years of age, that use the Funds' Health Centers for healthcare/doctors appointments.

Call the refill number below, where your prescription was written (the same number on your medication label).

⇒ **Brooklyn Refills 718-858-7201**

⇒ **Harlem Refills 646-981-9400**

⇒ **Queens Refills 718-361-5105**

⇒ **Midtown Refills 212-247-7760**

Call Ahead & Save Time! When you complete your call to our **Automated Refill System**, a request for the prescription you specified is added to our secure pharmacy computers. As soon as eligibility is verified and your refill prepared, our **Automated Refill System** is updated with a ready status, which you can access by phone **before** you leave to pick up your prescription. That's It! **Simple & Accurate!**

Simple

Accurate

How to Use the Automated Refill System

 **Have your prescription refill number when you call!** Your prescription number can be located on your prescription bottle label, above your name.

1. Call the automated refill number for the Health Center you received your prescription. You will hear the welcome message then, press 1 to continue in English or press 2 to continue in Spanish.

2. Specify what kind of transaction you want to make:

Press 1 to Refill a Prescription

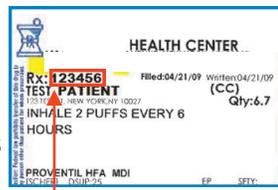
Press 2 to check if your refill is ready

Press 3 to hear Pharmacy hours

3. Press 1 to **Refill a Prescription**, and listen for the prompt for your prescription number.

Use the keypad on your phone to enter your

6 or 7 digit prescription number, which is located on your prescription label, above your name as shown here.



NOTE: Prescriptions can only be obtained from the Pharmacy if you are eligible.

Do not include any letters.

4. The system will repeat your prescription number. If it is correct, press 1 or if it is incorrect, press 9 to re-enter the number.

5. The first three letters of your last name will be provided for security purposes. If the letters are correct, press 1 or if they are incorrect, press 9.

6. If you have another prescription to refill, press 1, or if there are no other refills to order, press 2.

7. You will hear a prompt for you to enter a contact number where you can be reached during pharmacy work hours. Enter the 10 digits of your contact number, which includes the area code and the number.

Example:

 Enter 718 555 1234

✗ Do Not Enter 555 1234

✗ Do Not Enter 1 718 555 1234

8. Listen for time your refill order will be ready!



Make sure you hear the time your refill will be ready, and complete the entire Automated Refill call; otherwise, your order may not go to the pharmacy.

Your call is complete when you hear:

“Thank you for calling. Good-bye.”

Press the star key () at any time during the call, to return to the main menu. From there, you can access the other two transaction selections:

Press 2 to check if your refill is ready

Press 3 to hear Pharmacy hours

Helpful Tips

- ✓ Enter the correct refill number.
- ✓ Call the Automated Refill System one day prior to pickup.
- ✓ You must use the Automated Refill System for the same Health Center you first received your prescription .



USE THE Automated Refill System