

Audiocare Instructions for Prescription Refills and Renewals

Welcome to the Iron Mountain VA Medical Center improved automated information system. Now you can use your phone not only to request prescription **Refills**, but also to request **Renewals**!

How to request to **Refill** or **Renew** your prescription.

- Dial your 800 prescription **Refill** phone number or other number provided by the medical center, using your touch tone phone.

If the patient has not used the **Refill** Request System before:

- When prompted, enter your Social Security Number using the phone keypad, followed by the # sign.
- Select the pharmacy option using the keypad.
- Select the "**Refill**" option using the keypad.
- When prompted, enter your prescription number followed by the # sign using the keypad.

If the patient has used the Telephone **Refill** Request Line before:

- Proceed to request a prescription **Refill**.

Then:

The system will determine if there are **Refills** on your prescription, and if so, it will submit the request to the pharmacy.

If there are no **Refills** or your prescription is expired, the system will submit a **Renewal** request to the provider who wrote the prescription.

The system will then tell you to call back in XXX number of days to check on the status of the **Renewal** request. This is how you will know if the provider has approved the **Renewal** request:

- You should make a note of the number of days indicated.
- Call the 800 number or other number provided by the medical center when XXX days have elapsed.

When you call back to check the status of the **Renewal** request:

- When prompted, enter your Social Security Number using the phone keypad, followed by the # sign.
- Select the pharmacy option using the keypad.
- Use the keypad to select the "**Status**" option
- Enter your prescription number followed by the # sign.

The system will tell you whether the provider has:

1. Approved your **Renewal**
2. Disapproved your **Renewal**
3. Taken no action on your **Renewal** request

If your provider has approved your **Renewal** request, the system will tell you the number of days to allow for the prescription to be mailed to your home.

If your provider disapproved your **Renewal** request or did not take any action you will be asked to call your provider.