

Collin County Pulmonary Associates  
1101 Raintree Circle, Suite 100  
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### **Medication Guidelines**

How we handle medication prescriptions and refill requests are in response to HIPP and meaningful use and we appreciate your help and cooperation with these regulations:

- \* All pharmacy refill requests are handled by 4:00 p.m. daily Monday thru Friday. Refills requested on Saturday, Sunday and Holidays will be handled by 4:00 p.m. the next working day.
- \* All refill requests should come directly from your pharmacist to our office on your behalf.
- \*Your pharmacist will notify you if any changes are made to your prescription refill request.
- \*If the pharmacist tells you a refill is declined for any reason, please contact the office only during our regular office hours.
- \*If you have not actually seen the doctor in the office or hospital within the past 12 months your refills may be declined until you contact the office during our regular office hours. This includes requests made after hours, weekends and holidays.
- \*If you have not actually seen the doctor in the office or hospital within the past 24 months your refills are automatically declined until you contact the office during our regular office hours. This includes requests made after hours, weekends and holidays.
- \*If a refill is denied by your insurance for formulary reasons and they indicate a preferred alternative choice, that selection will be automatically authorized. If you prefer instead to pay for non-formulary medications, please let the pharmacist know before you accept or pay for your prescription.
- \*We do not do Prior Authorization approvals and/or help with denial appeals for any prescriptions written by other doctors.
- \* Prior authorization and appeals will only be done after pharmacy or insurance company notification.
- \*Prior authorization and appeals require no less than 72 hours to be completed. If/when successful you only will be contacted by your pharmacy that your prescription is ready. We have no control over time delays by your insurance.
- \*All prescriptions will always be filled with available generics unless you have previously indicated Brand Name Only.
- \*Prescription refills will not be approved for medications written by any other doctors.
- \* Prescriptions for tranquilizers, sedatives and pain medications are NEVER handled by phone after hours, weekends and holidays. The maximum quantity will always be less than or equal to 30 days at the discretion of the doctor. We do not provide refills for "lost" or otherwise unavailable medications and do not call in "early" refills for any reason.
- \* Prescriptions for narcotics by Federal law are done electronically. These requests are never handled after hours, on weekends or holidays. The maximum quantity will always be less than or equal to 30 days with no additional refills at the discretion of the doctor. We do not provide "early" refills or for "lost" or otherwise unavailable medications.