

# Transferring Prescriptions to a New Pharmacy



At Independent Health, we want our members to have a seamless transition to a new pharmacy. Here's how to change to a new participating pharmacy.

## 1. Select a pharmacy in our network

It's easy to find a pharmacy that participates with Independent Health. Our comprehensive pharmacy network includes more than 300 local chain and independent pharmacies in the Western New York region, along with 54,000 pharmacies nationwide. We also offer convenient mail order pharmacy options for certain medications.

To review our network pharmacies, go to the "Find a Doctor" tab at [independenthealth.com](https://independenthealth.com) and select "Pharmacy" under "Popular Searches." Or, log in to your MyIH account, where your location and plan are part of your search profile.

## 2. Have existing prescriptions? Here's how to transfer them

A. Contact your new pharmacy and ask it to transfer your prescriptions from your old pharmacy. Some pharmacies offer this service on their websites.

OR

B. Contact your health care provider who prescribed your medication and ask for your prescriptions to be sent to your new pharmacy. Your prescriber will need the address and phone number of the new pharmacy.

## 3. Cancel automatic refills

If you have automatic refills, remember to contact your old pharmacy to cancel new orders. Some pharmacies provide this service online.

### For additional convenience: consider mail order pharmacies

You also have access to mail order pharmacies, which send your prescriptions to your home at no cost, which can save you both time and money.

Most maintenance medications or drugs with a 90-day supply are available through mail order pharmacies. Please check your formulary for drugs you may obtain through mail order or contact Independent Health for more information.

### For More Information:

To learn more about our pharmacy network, mail order pharmacy options and more, visit [www.MyIH.com/TransferRx](https://www.MyIH.com/TransferRx)

If you have questions about your coverage and benefits, please call Member Services using the phone number on your Member ID card. Or visit the "Contact Us" section under Helpful Links at [IndependentHealth.com](https://IndependentHealth.com).

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