



WHAT TO DO IF YOUR PHARMACY IS CLOSING

If your pharmacy is permanently closing:

- Find out where your prescriptions and prescription records are being transferred.
- You can request your pharmacy to transfer your prescription(s) to a pharmacy of your choice.
- Start identifying another preferred pharmacy that will take your insurance and request your pharmacy to transfer your prescriptions.
- Notify your doctor(s) or dentist of your new preferred pharmacy and to update your medical profile as to where to send any future electronic prescriptions.

If your pharmacy has permanently closed and you are unable to access your prescription refills:

- You may need to contact your prescriber to send a new prescription to your new preferred pharmacy.
- Bring your prescription container to your new preferred pharmacy and request the pharmacist to contact your doctor for a new prescription.
 - If your doctor is unavailable, the pharmacist may be able to provide a refill or an emergency supply until they are able to contact your doctor.
- During a declared federal, state, or local emergency, you may request a pharmacist, in good faith, to furnish a reasonable quantity of your medication without a prescription.