



State Health Benefits Program PRESCRIPTION DRUG REFILL EXCEPTION REQUEST

To request early prescription refills of more than a 34-day or 90-day supply (maximum 12 months), complete this form and send it by fax, email or US Postal Service to:

The Department of Human Resource Management (DHRM)
Office of Health Benefits
Main Street Centre, 17th Floor
600 East Main Street
Richmond, VA 23219
Fax: (804) 371-0231
Email: ohb@dhrm.virginia.gov

See reverse side for more information.

SECTION A		PATIENT INFORMATION			
MEMBER I.D. NUMBER:				PATIENT DOB:	
PATIENT FIRST NAME:		M.I.		LAST NAME:	
ADDRESS:					
CITY:			STATE:	ZIP CODE:	
PHONE #:		CELL PHONE #:			
FAX #:		E-MAIL:			
SECTION B		REQUEST DETAIL			
I PREFER TO FILL THESE PRESCRIPTIONS BY:		<input type="checkbox"/> RETAIL		<input type="checkbox"/> HOME DELIVERY	
EXPLAIN REASON FOR REQUEST					
I PREFER TO BE CONTACTED BY:		<input type="checkbox"/> Phone	<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Fax	<input type="checkbox"/> E-mail
BEST TIME TO CONTACT:					
DAYS SUPPLY REQUESTED:					
DATES OF TRAVEL:					
PATIENT SIGNATURE / DATE:					
SECTION C		TO BE COMPLETED BY DHRM			
AUTHORIZED SIGNATURE:					
NAME & TITLE:					
PHONE:	() -	FAX () -		DATE	
Submission of this form does not certify eligibility.					
By signing this form I indicate that I have the authority to override benefit plan provisions.					



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If you are planning to travel on vacation or leaving home for an extended period, you may need one or more early refills of your medication. Participating retail pharmacies and your plan's mail service pharmacy may routinely provide one early refill (up to a 34-day or a 90-day supply as appropriate) to accommodate travel. However, for extended travel you should complete this Prescription Drug Refill Exception Request form. Additional copies are available on the DHRM Web site at www.dhrm.virginia.gov or from your Benefits Administrator. Complete the form online, save it to your computer and send by e-mail to ohb@dhrm.virginia.gov. Or you may send your completed form by fax or US Postal Service to:

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DHRM will approve all valid requests and forward them to the appropriate plan administrator. A customer service team member will contact you to obtain specific medication information. Once complete information is received, a prior authorization will be entered for each medication requested and you will have 14 days to complete your purchase.

Please note:

- The maximum supply you may purchase at one time is 12 months,
- You will not be allowed to purchase more refills than prescribed. For example, if your one-year prescription expires six months from the date of your request, you cannot purchase more than a six-month supply of medication,
- You will be charged the appropriate co-payments for refills.
- The Food and Drug Administration limits early refills on certain medications,
- Allow at least two weeks for complete processing of your request, and
- The Commonwealth reserves the right to bill a participant for any months of medication remaining if employment terminates.