BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Pharmacy Apps & Prescription Refills

CVS, Walgreens, Walmart, mail-order, GoodRx and more — refills, alerts and honest savings in plain English

A plain-English guide for anyone who fills a prescription

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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What's Inside

This is your guide to pharmacy apps and refills. Read it in any order and at your own pace. Every feature comes with what it actually does *for you*, and slow step-by-step directions. It never gives advice about medicines themselves: for that, always ask your pharmacist or doctor. If a screen looks a little different on yours, the idea is still the same.

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PART 1

Getting Started

What a pharmacy app can really do for you, what to have on the table before you begin, and the one difference that clears up most refill confusion: a refill versus a renewal.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you take a medicine or two every day, or you help a parent keep track of theirs, this guide is for **you**. Getting prescriptions refilled shouldn't mean waiting on hold, standing in a long line, or finding out at the counter that something isn't ready. Your phone can take most of that off your plate.

I'm Bill. I've spent more than 30 years helping people get comfortable with technology, and these days I do it for folks right here in Portage County, Ohio. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time.

What this guide covers

- The big drugstore apps: **CVS** and **Walgreens**, including refill alerts, automatic refills and delivery.
- **Walmart** and **Giant Eagle** pharmacies, and how to move a prescription from one pharmacy to another.
- **Mail-order** pharmacies, including the ones your insurance plan may use, **Amazon Pharmacy** and **Mark Cuban Cost Plus Drugs**.
- **GoodRx** and other discount cards, with the honest fine print about insurance and Medicare.
- Helping a **parent or spouse** with their prescriptions, setting up **pill reminders**, and keeping your health information private.
- Spotting **fake online pharmacies** and pharmacy scam texts before they cost you money.

STAY SAFE

One promise before we start

This guide is about the *technology*: the apps, the alerts, the accounts. It never tells you which medicine to take, how much, or whether to switch. Those are questions for the people who know your health. Whenever a medicine question comes up, the answer in this guide is always the same: **ask your pharmacist or your doctor.**

WHAT THIS DOES FOR YOU

Fewer trips, fewer surprises

Once your pharmacy app is set up, you get a text when a refill is ready, you can order the next one in a few taps, and many refills can happen on their own. That means fewer wasted trips, fewer gaps between bottles, and more time for the things you'd rather be doing.

And I'm a phone call away

If anything in here feels confusing, or you'd simply rather have someone sit with you while you set it up, call me at **(330) 200-8042** or book a time at **billshometech.com/book**. My help is $49 remote · $99 in your home. There's no such thing as a silly question.

Let's get your refills working for you.

— Bill

CHAPTER 2

What a Pharmacy App Can Do for You

A pharmacy app is simply the pharmacy's front counter, on your phone. Each big pharmacy has its own free app, and most also let you do the same things on their website from a computer. You don't need all of them. You only need the one for the pharmacy you already use.

The everyday jobs it handles

What you can do	What it means for you
Order a refill	Tap the medicine, or scan the barcode on the bottle, and send the order without calling.
Get a "ready" alert	A text or app notice tells you the moment it's ready, so you don't drive over too early.
Automatic refills	Eligible long-term medicines can be refilled on a schedule without you asking each time.
Delivery	Many pharmacies can mail or courier your prescription to your door, sometimes for a fee.
See your price	Many apps show what you'll pay before you pick it up.
Family	With permission, one account can manage a spouse's or parent's prescriptions.

WHAT THIS DOES FOR YOU

It works on your schedule, not theirs

The pharmacy counter has hours. The app doesn't. You can order a refill at 10 at night when you notice the bottle is getting light, and it will be waiting in the morning queue.

iPhone or Android, it's the same idea

Every app in this guide is free in the **App Store** on an iPhone and in **Google Play** on an Android phone. The buttons may sit in slightly different places, but the steps are the same. When the website works differently from the app, I'll say so.

HEADS UP

Download from the real store only

Always get a pharmacy app from the App Store or Google Play, by searching the pharmacy's name and checking the developer is the pharmacy itself. Never install an app from a link in a text or email. That's how fake apps get onto phones.

CHAPTER 3

Before You Start: What to Have on the Table

Setting up a pharmacy account goes much faster when everything is within reach. Gather these before you open the app, and give yourself 20 quiet minutes.

Your checklist

- **One of your current pill bottles.** The label has the information the app will ask for.
- **Your insurance or Medicare drug plan card.** Have the front and back handy.
- **Your phone**, charged, and able to receive text messages. Most pharmacies text you a code to prove it's you.
- **Your email address** and its password, in case the pharmacy emails a confirmation link.
- **A pen and paper** (or a password manager) to write down the new password you create.

Reading the label on your bottle

The label looks busy, but you only need a few things from it. The exact layout differs by pharmacy.

On the label	What it's for
Rx number	The prescription's ID number at that pharmacy. Apps ask for it to find your record.
Barcode	Many apps can scan this with your phone camera instead of typing the Rx number.
Refills left	How many more times this prescription can be filled before your doctor must renew it.
Pharmacy phone	The number of the store that filled it. Handy for questions about this medicine.
Fill date / discard date	When it was filled, and a date after which it shouldn't be used.

TIP

Take a photo of each label

Before you throw an empty bottle away, take a clear photo of the label with your phone. If you ever need the Rx number, the pharmacy phone or your doctor's name, it's right in your Photos.

STAY SAFE

Questions about the medicine itself

If something on the label confuses you, like the directions, a warning sticker or a change in the pill's color or shape, don't guess and don't look it up on a random website. **Call the pharmacy number on the label and ask your pharmacist.** That's exactly what they're there for.

CHAPTER 4

Refill or Renewal? Why Timing Matters

Most refill frustration comes from one mix-up. A **refill** and a **renewal** sound alike, but they're different, and the app can only do one of them on its own.

Word	What it means
Refill	Your prescription still has refills left. The pharmacy can fill it again right away. The app can handle this.
Renewal	You're out of refills. Your doctor has to approve a new prescription before the pharmacy can fill it.

When you're out of refills, many pharmacies will contact your doctor for you, and some apps let you request a renewal with a button. But the pharmacy can't approve it. Your doctor's office has to, and that can take a day or two. You can also ask through your doctor's patient portal, which is covered in Bill's *Patient Portals & Telehealth* guide.

Order early, not on the last pill

- Order a refill when you have about **a week left**. That leaves time for insurance questions, an out-of-stock medicine, or a renewal request.
- Insurance plans usually won't pay for a refill too early. If the app says it's "too soon," that's normal. Try again in a few days.
- Automatic refills (covered in *ReadyFill and ScriptSync: Let CVS Remember* (Chapter 7) and *Auto Refills, Save a Trip and Delivery* (Chapter 11)) take the guesswork out of timing for long-term medicines.

GOOD TO KNOW

Why some medicines can't be refilled online

Certain medicines, especially controlled ones, have extra rules. They often can't be put on automatic refill, and some can't be ordered in the app at all. If the refill button is missing or grayed out, that's usually why. A quick call to the pharmacy sorts it out.

TIP

A running list helps everyone

Keep a simple list of every medicine you take, with the strength and the pharmacy that fills it. Bring it to every doctor visit. Your pharmacy app's prescription list is a good starting point, but have your pharmacist or doctor double-check it.

PART 2

CVS Pharmacy

Setting up your CVS account and app, ordering refills, getting a text when they're ready, letting ReadyFill and ScriptSync do the remembering, and what delivery and ExtraCare really cost.

CHAPTER 5

Setting Up Your CVS Account and App

CVS's app is called the **CVS Health** app in the app stores. Some older CVS pages still call it the CVS Pharmacy app. It's the same thing. You can also do everything on **cvs.com** from a computer.

WHAT THIS DOES FOR YOU

Your whole pharmacy in one place

Once your account is linked to your prescriptions, you can see every medicine CVS fills for you, order refills, check whether one is ready, and choose delivery, without calling the store.

Getting set up

1. Open the **App Store** (iPhone) or **Google Play** (Android), search for **CVS Health**, and install the app from CVS. Or go to **cvs.com** on a computer.
2. Tap **Create account**. Enter your name, email address and a new password. Write the password down somewhere safe.
3. CVS will ask to confirm it's you, usually with a code sent to your phone or email. Type the code in.
4. Add your prescriptions. CVS calls this adding **Prescription Management** to your account. Have a pill bottle ready; you'll be asked for details from the label, such as the Rx number.
5. When your prescriptions appear, you're ready to refill.

TIP

Turn on Face ID or fingerprint sign-in

If the app offers to let you sign in with your face or fingerprint, say yes. It's quicker than typing a password every time, and nobody else can open your pharmacy account on your phone.

HEADS UP

If you get stuck verifying

Sometimes the online identity check doesn't match your records, for example if your phone number at the pharmacy is an old one. Don't keep guessing. Ask the pharmacy team at your store to update your phone number, then try again.

CHAPTER 6

Refilling at CVS and Getting Text Alerts

Once your prescriptions are in your account, ordering a refill takes under a minute. Pair it with text alerts and you'll always know when to go.

Ordering a refill

1. Sign in to the CVS Health app or cvs.com.
2. Go to **Prescriptions**, then **All Prescriptions**.
3. Check the box next to each prescription you want refilled.
4. Review the pickup store, then submit. CVS will let you know when it's ready.

In the app you can also **scan the barcode** on the bottle with your phone camera instead of finding the medicine in the list. Or you can simply call the store or ask at the counter.

Getting a text when it's ready

CVS text alerts tell you when a prescription is ready for pickup, when there's a problem (such as an insurance question or an out-of-stock medicine), and when it's time to refill. There are three ways to sign up.

1. **By text:** Text the word **Join** to **898-287** (TXT-CVS). Reply to the questions it sends, such as your date of birth. Have a pill bottle ready.
2. **In the app:** Open the menu, go to the **Pharmacy dashboard**, find **Messaging & alerts** under Tools & settings, and turn on **Text alerts**.
3. **In the store:** Ask any pharmacy team member to sign you up.

> TIP
>
> **Only want the "ready" texts?**
>
> If the refill reminders feel like too much, text **STOP** to the CVS number that sends them, then text **READY**. CVS says that keeps the "your prescription is ready" messages while stopping the rest. A pharmacy team member can set this up for you too.

SCAM ALERT

A real CVS text never asks you to pay by link

Scammers send texts that look like pharmacy alerts. CVS texts come from CVS's short codes, such as 898-287, and are about your prescription status. If a text asks for a card number, a "delivery fee" by link, or your password, don't tap. Open the CVS app yourself, or call the number on your pill bottle.

CHAPTER 7

ReadyFill and ScriptSync: Let CVS Remember

CVS has two free services that do the remembering for you. **ReadyFill** refills eligible medicines automatically. **ScriptSync** lines up several prescriptions so you pick them all up on one day.

ReadyFill: automatic refills

With ReadyFill, CVS refills eligible ongoing prescriptions a few days before you're due to run out, and lets you know when they're ready (if you've signed up for text or phone alerts). If you've run out of refills, CVS asks your prescriber for a renewal before the next ReadyFill date. ReadyFill is free.

1. Sign in to the app or cvs.com and go to the **Pharmacy Home** page.
2. Next to each eligible prescription, turn on the **auto refill** switch.
3. To turn it on for everything at once, go to **Pharmacy Settings**, then **Prescription Options**, and choose **manage auto refills**.
4. To change a fill date, choose **Change fill date** on the Pharmacy Home page, or ask the pharmacy team.

Not everything qualifies. CVS says prescriptions with less than a 21-day supply, controlled substances, and some that certain insurance plans don't cover aren't eligible. If you don't see the switch, call the pharmacy.

ScriptSync: one pickup day

If you take several medicines that each run out on a different day, ScriptSync schedules them for one pickup date each month, or each 90-day cycle. You need at least two eligible prescriptions, each written for exactly a 30- or 90-day supply, filled at the same CVS store.

- To enroll, sign in and look for the invitation below the Pharmacy Home dashboard, or choose **Auto-refills with ScriptSync** from the **More** section. You can also ask your pharmacist.
- ScriptSync prescriptions are automatically refilled too, so they stay lined up.
- Getting in sync may need one short "alignment" fill. CVS says there may be a copay for that, depending on your insurance.
- 30-day and 90-day prescriptions may land on two different dates. Your pharmacy can tell you whether switching some to 90-day supplies is possible.

WHAT THIS DOES FOR YOU

One trip instead of four

For someone who takes several daily medicines, ScriptSync can turn a month of separate pharmacy trips into one. That's less driving, less waiting, and less chance of running out of one medicine while you wait for another.

HEADS UP

Automatic still deserves a glance

Automatic refills keep coming until you stop them. If your doctor stops or changes a medicine, tell the pharmacy or turn off auto refill for it, so you aren't charged for something you no longer take.

CHAPTER 8

CVS Delivery and ExtraCare Rewards

If getting to the store is hard, CVS can bring your prescriptions to you. Here's what that costs, plus how the ExtraCare rewards program fits in.

Prescription delivery

- CVS offers **same-day delivery** (within about four hours) and **1- to 3-day delivery** from most stores.
- You can only request delivery once a prescription is filled and ready. Choose delivery in the app, on cvs.com, by calling the store, or through the link in CVS's "ready" text.
- CVS lists delivery at **$5.49** for 1- to 3-day and **$9.49** for same-day in most locations. Insurance generally doesn't pay delivery fees. Your copay doesn't change.
- For same-day delivery, someone must be home. For 1- to 3-day delivery, the package can be left in a safe spot or held at the post office.
- Delivery isn't available for every prescription or every insurance plan. The app shows your options at checkout.

ExtraCare and ExtraCare Plus

ExtraCare is CVS's free rewards program. If you opt in to pharmacy rewards, CVS gives credits for pharmacy activities: every 4 credits earns $2.00 in ExtraBucks Rewards, up to $50 a year. Pharmacy rewards aren't offered in some states (CVS lists Arkansas, New Jersey and New York) and don't apply to controlled substances. Ohio isn't on the excluded list.

ExtraCare Plus is the paid version: **$5.00 a month or $48 a year**. It includes free prescription delivery for qualifying orders and health plans, and free same-day delivery on store orders of $10 or more. It renews automatically until you cancel.

> **TIP**
>
> **Do the math before you join Plus**
>
> If you'd only use delivery once or twice a year, paying the delivery fee each time costs less than a membership. If you'd use it every month, ExtraCare Plus may pay for itself. Either way, you can still pick up in the store for free.

HEADS UP

Memberships keep billing

Paid memberships renew on their own. If you join ExtraCare Plus and stop using it, cancel it in your CVS account or by calling 1-800-SHOP-CVS, so it doesn't keep charging your card.

PART 3

Walgreens

Setting up the Walgreens app, refilling by scanning the label, text alerts you can reply to, automatic refills, one-trip pickups, delivery, and what myWalgreens rewards do and don't cover.

CHAPTER 9

Setting Up the Walgreens App

The free **Walgreens** app handles refills, alerts, family prescriptions and rewards. You can do the same things at **walgreens.com** on a computer.

1. Install the **Walgreens** app from the App Store (iPhone) or Google Play (Android). Check that the developer is Walgreens.
2. Open it and choose **Create an account**. Enter your name, email, phone and a new password.
3. Follow the prompts to connect your pharmacy records. Walgreens will ask for details to confirm it's you, and may text a code to your phone.
4. Once you're in, the pharmacy section shows your prescriptions, which ones can be refilled, and which are on automatic refill.

WHAT THIS DOES FOR YOU

Know before you go

The app can show what a prescription will cost once the pharmacy has started on it, and whether it's ready. No more driving over to find it's still in the queue.

Keep your insurance up to date

If you switch Medicare drug plans or get a new insurance card, update it in the app so your next refill doesn't get stuck. On walgreens.com, go to **Prescriptions**, then **Settings**, then **Insurance**, and choose **Add new plan**. In the app, look for the **insurance card** option. Or hand the new card to the pharmacy team.

TIP

New plan in January? Update it in December

If you changed your Medicare drug plan during Open Enrollment, your new card usually arrives before January. Add it to your pharmacy account as soon as it comes, and your first refill of the year goes much smoother.

CHAPTER 10

Refill by Scan, by Rx Number, or by Text

Walgreens gives you several ways to order a refill. Pick whichever feels easiest.

Refill by scanning the bottle

1. Open the Walgreens app and go to the pharmacy section.
2. Choose **Refill by scan**. Allow the app to use your camera if it asks.
3. Hold the bottle so the barcode on the label fills the box on screen. The app reads it on its own.
4. Check the medicine name and the pickup store, then submit the order.

Refill with just the Rx number

On walgreens.com or in the app, **Refill with Rx number** lets you type the prescription number from the label. It's handy if the barcode won't scan or you're ordering from a computer.

Refill by text

- Sign up for Walgreens text alerts by texting **JOINRX** to **21525**. You'll get refill reminders and a text when your prescription is ready for pickup. Reply **Yes** to the confirmation text to finish signing up.
- When a refill reminder arrives, just reply **REFILL**.
- Need a status right now? Text **RXSTATUS** to **21525** for a one-time update.
- To stop texts, text **STOP** to 21525.

HEADS UP

Wait for the word "ready"

Walgreens sends several kinds of texts: reminders, order confirmations, delays. Only a text that says your prescription is **ready for pickup** means it's done. Walgreens says so itself.

SCAM ALERT

The real number is 21525

A text claiming to be from Walgreens that comes from a regular 10-digit number, asks for payment through a link, or threatens to cancel your prescription is a red flag. Open the Walgreens app yourself to check.

CHAPTER 11

Auto Refills, Save a Trip and Delivery

Auto Refills

Walgreens can refill eligible long-term prescriptions automatically. In your account, your pharmacy list shows which prescriptions are on Auto Refill or can be added. On walgreens.com, choose **Auto Refills** under Prescriptions.

Save a Trip Refills

Save a Trip Refills is Walgreens' way of putting several prescriptions on one recurring pickup date. There's no charge for the service itself; your normal prescription costs still apply, and the first copay may be adjusted while things line up. You set it up by visiting or calling your Walgreens pharmacy, or by calling **833-SAVE-TRIP (833-728-3874)**.

90-day supplies

For medicines you take long term, a 90-day supply means one pickup instead of three, and sometimes a lower copay depending on your plan. Talk to your pharmacist about switching, or choose **Request a 90-day supply** online when it's offered.

Delivery

- Walgreens offers **same-day** delivery for eligible prescriptions (orders placed at least 2 hours before the pharmacy closes and no later than 7 p.m.) and **1-2 business day** delivery.
- For a refill, choose delivery when you place the order. For a new prescription, choose delivery at checkout once it's ready.
- Fees vary by location and type, and some health plans don't take part. The app shows the price before you confirm.

WHAT THIS DOES FOR YOU

A calendar you can count on

Once your medicines share one pickup day, you can put it on the calendar like any other errand. It's easier to remember, and easier for a family member to help with too.

STAY SAFE

Switching to 90 days is a question for your pharmacist

Whether a particular medicine can be given as a 90-day supply depends on the medicine, your doctor and your plan. Ask your pharmacist or doctor. Don't change how you take anything to make the schedules line up.

CHAPTER 12

myWalgreens Rewards: What They Do and Don't Cover

myWalgreens is Walgreens' free rewards program. You join in the app, on walgreens.com, or at the register. All you need is your name, ZIP code and phone number.

How the rewards work

- Members earn **1% back in Walgreens Cash rewards** storewide, including what you pay out of pocket at the pharmacy, and 5% on Walgreens-brand products.
- A prescription with no copay earns nothing, because you didn't pay anything out of pocket.
- Walgreens Cash **can't be spent on prescriptions** or other pharmacy items. It's for other things in the store.
- Rewards on prescriptions aren't earned in Arkansas, New Jersey or New York, and promotional rewards tied to pharmacy purchases are capped at $65 a year.
- Rewards expire 12 months after you earn them, and an account with no use for six months in a row can lose its balance.

TIP

Just give your phone number at the register

There's no card to carry. At checkout, give the phone number on your myWalgreens account and the rewards and sale prices are applied.

HEADS UP

The credit card is a separate thing

Walgreens also offers a myWalgreens credit card. That's a credit application with Synchrony Bank, not the free rewards program. You don't need it to get your prescriptions or your rewards.

PART 4

Walmart, Giant Eagle and Moving a Prescription

The pharmacy inside the Walmart app, Giant Eagle and other local pharmacies, and how to move a prescription from one pharmacy to another without a gap.

CHAPTER 13

Walmart Pharmacy in the Walmart App

Walmart doesn't have a separate pharmacy app. The pharmacy lives inside the regular **Walmart** app and walmart.com, under **Services**. (The rest of the Walmart app, like shopping, pickup and Walmart+, is covered in my separate guide, *Walmart App, Pickup & Delivery*.)

First time: add pharmacy access

Before you can see prescriptions online, Walmart asks you to verify your identity once and set a **4-digit pharmacy PIN**. Walmart's help article *Add Pharmacy Access and Verify Identity Online* walks through it. After that, you'll enter the PIN (or use your face or fingerprint, if offered) each time you open the pharmacy.

Ordering a refill in the app

1. Open the Walmart app and sign in.
2. Tap **Services**, then **Pharmacy**.
3. Enter your 4-digit PIN, or use your face or fingerprint if it's offered.
4. Tap **Refill Prescriptions**. The status shows under each medicine's name.
5. Check the box next to each prescription you need, then tap **Continue**.
6. Review the order and the payment, then tap **Place Order**.

Or scan the bottle

1. In **Services > Pharmacy**, enter your PIN and tap **Scan to refill**.
2. Scan the barcode on the side of the prescription bottle.
3. Enter the date of birth and tap **Confirm**.
4. Add another prescription or tap **Continue**, review, and tap **Place Order**.

Delivery

Where Walmart offers pharmacy delivery, a delivery choice appears in the app once your prescription is ready, and you can add groceries to the same order. Walmart says **Walmart+ members get free prescription delivery** with no order minimum, and other customers pay a **$4.95 prescription delivery fee** for unscheduled delivery. You need a Walmart pharmacy account set up first.

WHAT THIS DOES FOR YOU

Groceries and prescriptions in one stop

If you already get Walmart grocery pickup or delivery, adding your prescription to the same order means one trip, or none at all.

TIP

Automatic refills: ask the pharmacy

If you'd like a long-term medicine refilled automatically at Walmart, ask your Walmart pharmacy team. They can tell you which of your prescriptions qualify and how you'll be told when they're ready.

CHAPTER 14

Giant Eagle and Other Local Pharmacies

Not everyone uses a national chain, and that's fine. Grocery-store pharmacies and independent drugstores often have apps or websites that do the basics well. Here in Northeast Ohio, many people use **Giant Eagle Pharmacy**.

Giant Eagle Pharmacy

- Giant Eagle's pharmacy app lets you **request a refill by entering your prescription number**, and its app listing describes a scan-to-refill option as well.
- You can opt in to **texts and notifications** that remind you when a refill is due or tell you it's ready for pickup. Sign-up is on the pharmacy page at **gianteagle.com/pharmacy**.
- **Automatic refills** for eligible maintenance medicines are set up with your local Giant Eagle pharmacy team, not online. Just ask at the counter.

Independent and other local pharmacies

Many independent pharmacies use refill apps or websites provided by outside companies, so the name on the app may not match the name on the store. Ask your pharmacist which app they use, and get the exact name from them before you download anything.

FROM BILL

The people behind the counter matter

An app is a convenience, but a pharmacist who knows you is worth a lot. Whatever pharmacy you use, it's worth learning the pharmacist's name. They're the person to ask about side effects, interactions, or whether a cheaper option exists. Ask your pharmacist or your doctor. That's what they're there for.

CHAPTER 15

Moving a Prescription to Another Pharmacy

Maybe you moved, a store closed, or another pharmacy is cheaper or delivers. Moving ("transferring") a prescription is routine, and the **new** pharmacy does most of the work.

How a transfer works

1. Pick the new pharmacy. CVS, Walgreens and Amazon Pharmacy all offer a **transfer** option in their apps or websites, and any pharmacy will do it by phone or at the counter.
2. Have your bottle handy. They'll want the medicine name, the Rx number, and the old pharmacy's name and phone number.
3. Submit the transfer. The new pharmacy contacts the old one and moves the remaining refills.
4. Wait for the "ready" message from the new pharmacy before you go, or before you expect a delivery.
5. Tell the old pharmacy to stop any **automatic refills** on that medicine, so you don't get two.

HEADS UP

Some prescriptions can't move freely

Controlled medicines and prescriptions with no refills left may not transfer, or may only transfer once. If a transfer is refused, the new pharmacy will usually ask your doctor for a fresh prescription instead.

TIP

Transfer with a week to spare

Like any refill, start a transfer while you still have several days of medicine left. If something needs a call to your doctor, you won't run short in the meantime.

PART 5

Mail-Order and Online Pharmacies

Prescriptions that come to your mailbox: the mail-order pharmacy your plan may use, Amazon Pharmacy with PillPack and RxPass, Mark Cuban Cost Plus Drugs, and how to decide whether mail-order suits you.

CHAPTER 16

Mail-Order Through Your Insurance Plan

Many insurance plans, including many Medicare drug plans and employer or retiree plans, work with a **mail-order pharmacy** (sometimes called "home delivery"). You don't pick which one; your plan does. The name is usually printed on your prescription ID card. The big three are:

Name on your card	What it is
Express Scripts	Run by Evernorth. Home delivery pharmacy, website and the Express Scripts app.
CVS Caremark	CVS's mail-order side. Separate account and app from the CVS Health app.
Optum Home Delivery	Part of Optum Rx. Uses an Optum account (HealthSafe ID) and the Optum Rx app.

WHAT THIS DOES FOR YOU

A three-month supply at your door

Mail-order usually sends a **90-day supply** of long-term medicines. Many plans charge less for it than three separate trips to the store. Check your plan's price list or call the number on your card to compare.

Getting started

1. Find the mail-order pharmacy's name and phone number on your prescription ID card or in your plan's welcome letter.
2. Create an account on its website or app. You'll need your member ID from the card.
3. Ask your doctor to send a new **90-day prescription** electronically to that mail-order pharmacy.
4. Watch for a message that the order is being processed, and check the price before it ships.

Refills and automatic refills (Express Scripts example)

Every mail-order pharmacy works a little differently, but Express Scripts is typical. Sign in and go to **Refill Prescriptions** under **Prescriptions**, or use the app. Express Scripts says refills usually arrive **5 to 8 days** after it receives the order. Eligible long-term medicines (generally written for at least a 56-day supply) can go on **Automatic Refills** from the

Prescriptions menu, and you can choose text updates under **Communication Preferences**. For urgent questions, Express Scripts says it's available 24/7 at the number on your prescription ID card.

With Optum Home Delivery, you fill, refill or renew from each medicine's **Prescription details** page after signing in, and you'll get a notification when something needs your attention.

HEADS UP

Mail takes time. Order early.

Because mail-order takes several days, reorder when you have about two weeks left, or use automatic refills. If a package is running late and you're close to running out, call the number on your card. Ask them how to get a short supply at a local pharmacy in the meantime.

CHAPTER 17

Amazon Pharmacy, PillPack and RxPass

Amazon Pharmacy is a full online pharmacy run by Amazon. You use it at **pharmacy.amazon.com** or inside the regular Amazon Shopping app. You **don't** need Prime to use it. (Bill's Amazon Shopping guide covers the rest of the Amazon app.)

What Amazon Pharmacy offers

- **Free standard delivery** to physical addresses in all 50 states. Same-day or next-day delivery is available to most customers, depending on where you live and the medicine.
- It accepts **most insurance plans**. Once you enter your insurance, it shows your copay and the lowest price without insurance before you order.
- **Automatic refills** for eligible prescriptions, and licensed pharmacists available **24/7**.
- A **caregiver** can manage a loved one's prescriptions from their own Amazon Pharmacy account (more in *Managing a Parent's Prescriptions* (Chapter 23)).
- **PillPack** sorts eligible medicines by date and time into tear-off packets. It works with most insurance and is available to eligible Medicare customers.

Getting a prescription there

1. Go to **pharmacy.amazon.com**, or open the Amazon app and find **Pharmacy** in the menu.
2. Create your pharmacy profile, and add your insurance or choose to pay without it.
3. Ask your doctor to send the prescription to **Amazon Pharmacy**, or request a **transfer** from your current pharmacy.
4. When Amazon says it's ready, check the price and place the order.

Prime Rx and RxPass, for Prime members

- **Prime Rx** is included with Prime. Amazon says it can save up to 80% when you pay *without* insurance, at Amazon Pharmacy and many other pharmacies.
- **RxPass** costs **$5.00 a month** on top of Prime and covers all of your eligible medicines from a list of 60 common generics, for one flat fee, delivered free.
- Amazon opened RxPass to Prime members **on Medicare** in June 2024. Not every state or person qualifies; people with Medicaid, for example, can't use it. Amazon shows whether you're eligible when you sign up.

- **RxPass and Prime Rx are not insurance and can't be combined with insurance** for the same medicine.

GOOD TO KNOW

If you have Medicare, compare before you switch

RxPass and Prime Rx don't go through your Medicare drug plan, so what you pay through them generally won't count toward your plan's deductible or yearly limit. If your Part D copay for a medicine is already low, RxPass may not save anything. Keep your Medicare drug plan for everything else, and ask your plan, or a free SHIP counselor, before changing how you fill something.

TIP

Turn on delivery texts

Medicine packages left on a porch in summer heat or winter cold aren't ideal. Turn on Amazon delivery notifications so you know the moment a package arrives, and bring it inside.

CHAPTER 18

Mark Cuban Cost Plus Drugs

Mark Cuban Cost Plus Drugs (costplusdrugs.com) is an online pharmacy built around one idea: show you exactly what the medicine costs and what they add on top. It's popular with people who pay cash or have high deductibles.

How the price is built

Part of the price	What it is
The medicine	What Cost Plus pays the manufacturer.
15% markup	Their margin, shown on every medicine's page.
Pharmacy labor	A flat fee per prescription, shown on the page (for example $5.00).
Shipping	Added at checkout. Cost Plus says standard shipping in the continental U.S. is typically $5.00.

Good to know

- It carries more than **2,300 generic medicines** and a limited number of brand-name ones. It doesn't carry controlled medicines.
- There's **no app**. The website is built to work in your phone's web browser.
- You must be 18 or older, and your doctor sends the prescription electronically. Your **email address must be on the prescription** so they can match it to your account.
- It accepts insurance from only a **short list of plans**, and Medicare isn't on that list. It doesn't accept coupons or discount cards. HSA and FSA cards are accepted.
- Prescriptions are filled by its partner pharmacy, HealthDyne, whose pharmacists are available 24/7 at **(833) 926-3384**. Cost Plus ships to all 50 states.

HEADS UP

Cash prices don't count toward your plan

If you have insurance or Medicare and buy a medicine from Cost Plus for cash, that money generally doesn't count toward your plan's deductible or out-of-pocket limit. It may still be the cheaper choice for some medicines. Compare, and ask your plan if you're unsure. More on this in *The Fine Print: Insurance, Medicare and Discount Cards* (Chapter 21).

CHAPTER 19

Is Mail-Order Right for You?

Mail-order is wonderful for some people and frustrating for others. Here's an honest side-by-side.

	Local pharmacy	Mail-order or online
Speed	Often same day	Usually several days (some offer faster)
Talking to a pharmacist	Face to face	By phone or chat
90-day supplies	Often available	The usual way it works
Price	Depends on your plan	Sometimes lower for 90-day supplies
Getting it	You go, or pay for delivery	Comes to your mailbox
Best for	New or short-term medicines	Steady, long-term medicines

WHAT THIS DOES FOR YOU

Use both

Many people keep their steady, long-term medicines on mail-order and use their local pharmacy for anything new, short-term or urgent, like an antibiotic. You get the convenience of the mailbox and the speed of the corner store.

HEADS UP

Mailbox safety

If you're away often or your mailbox isn't secure, ask the pharmacy about signature delivery or a safer delivery spot. Medicine shouldn't sit in a hot or freezing mailbox for days.

STAY SAFE

Medicines that need special handling

Some medicines need to stay cold or can't be shipped. Whether a medicine is a good fit for mail-order is a question for your pharmacist.

PART 6

Saving Money, Honestly

How GoodRx and other discount cards work, the fine print about insurance and Medicare that the ads leave out, and a simple way to compare prices before you fill.

CHAPTER 20

How GoodRx and Discount Cards Work

GoodRx is a free website and app that shows discounted cash prices for prescriptions at nearby pharmacies, and gives you a coupon to get that price. It isn't insurance. It's more like a coupon book for the pharmacy counter.

Using a GoodRx coupon

1. Install the free **GoodRx** app from the App Store or Google Play, or go to **goodrx.com**.
2. Search for your medicine and choose the right form, strength and quantity. Copy them exactly from your label or your doctor's prescription.
3. Look at the prices at pharmacies near you. They can differ a lot from store to store.
4. Tap the pharmacy you want to see its coupon. You can show it on your phone, print it, or have it texted to you.
5. At the counter, show the coupon and say: **"Please run this as a cash price with this coupon, not through my insurance."**

WHAT THIS DOES FOR YOU

Sometimes the coupon beats the copay

For some common generics, a discount-card price can be lower than your insurance copay, or a lifesaver when a medicine isn't covered at all. It's always worth a two-minute check.

If the pharmacy says no

GoodRx says that as long as you're not using your Medicare or insurance for that fill (and the coupon isn't a certain kind of brand-name discount), pharmacies are generally obligated to accept its coupons. If you run into trouble at the counter, GoodRx's help line is **(855) 268-2822**.

Other discount cards

GoodRx isn't the only one. Walgreens' **Rx Savings Finder** shows discount-card prices for use at Walgreens, and Walgreens points out that prescription discount cards are not insurance. In February 2026 the federal government launched **TrumpRx.gov**, a website listing cash-pay discounts on a limited set of mostly brand-name medicines. The same rules in the next chapter apply to all of them.

SCAM ALERT

Nobody needs to call you to sell a drug card

Real discount cards are free and you get them yourself, from the company's own app or website. A caller who offers a "Medicare drug card" or "pharmacy discount card" and asks for your Medicare number, Social Security number or bank details is running a scam. Hang up.

CHAPTER 21

The Fine Print: Insurance, Medicare and Discount Cards

Discount cards are useful, but the ads rarely mention the rules. Here they are in plain English, so you can choose with your eyes open.

The rules that apply to almost every discount card

1. **You can't combine them with insurance on the same fill.** It's one or the other: the coupon price *or* your plan's copay. GoodRx says this applies to Medicare Part D and Medicare Advantage plans too.
2. **What you pay with a coupon generally doesn't count toward your plan.** GoodRx says purchases made with its coupons won't count toward your Medicare deductible or out-of-pocket maximum. The same goes for cash purchases at Cost Plus, Amazon's RxPass and Prime Rx, and other discount programs.
3. **Some plans may accept a receipt.** A few plans will credit a cash purchase if you send them the receipt. Policies vary, so call the number on your card and ask before you count on it.

Why that matters with Medicare

Medicare drug plans now have a **yearly cap** on what you pay for covered drugs ($2,100 in 2026). Money spent through your plan moves you toward that cap. Money spent with a discount card doesn't. For someone who takes several expensive medicines, staying inside the plan can matter more than a few dollars saved on one fill. For someone who takes one cheap generic, the coupon may simply be cheaper. Bill's *Medicare Online* guide explains the cap and the Plan Finder in detail.

GOOD TO KNOW

A simple way to decide

If you're nowhere near your plan's deductible or cap, and the coupon price is lower, the coupon usually makes sense for that fill. If you take expensive medicines and expect to reach the cap, keep purchases inside your plan. When in doubt, ask your pharmacist. They see these numbers all day.

HEADS UP

Don't drop your drug plan to use coupons

Going without Medicare drug coverage can mean a late-enrollment penalty later. Discount cards don't count as drug coverage. Before making any change to your plan, talk to Medicare (1-800-MEDICARE) or a free SHIP counselor.

CHAPTER 22

Comparing Prices Before You Fill

Prices for the same medicine can vary between pharmacies, between 30- and 90-day supplies, and between insurance and cash. A five-minute check before a new prescription can save real money over a year.

A five-minute price check

1. **Your plan's price:** look in your pharmacy app (many show it once the pharmacy starts on the order), or call the number on your insurance card.
2. **Discount-card price:** look it up in the GoodRx app for the pharmacies near you.
3. **Online pharmacies:** check Cost Plus Drugs, and Amazon Pharmacy, which shows both an insurance and a no-insurance price.
4. **90-day option:** ask whether a 90-day supply, or your plan's mail-order pharmacy, costs less.
5. Write the prices down side by side, then choose.

WHAT THIS DOES FOR YOU

Your pharmacist is a money-saving ally

Pharmacists can't change your medicine, but they can often tell you about a lower-cost generic, a different strength that's cheaper, or a manufacturer savings program. Ask: **"Is there a less expensive way to fill this?"** If a change to the medicine itself is needed, they'll check with your doctor.

If you have Medicare

- Each fall, the **Medicare Plan Finder** at medicare.gov compares drug plans using *your* medicine list and *your* pharmacies. It's the most reliable price check of all.
- If big pharmacy bills come early in the year, the **Medicare Prescription Payment Plan** can spread them into monthly payments. You sign up through your drug plan.
- Both are explained step by step in Bill's *Medicare Online* guide.

STAY SAFE

Never switch medicines to save money on your own

If a medicine costs more than you can manage, tell your doctor or pharmacist. There may be a cheaper option that's right for you, but that decision belongs to them and you, together. Don't skip doses or cut pills to stretch a bottle without asking first.

PART 7

Family, Reminders and Privacy

Helping a parent or spouse with their prescriptions the right way, setting up pill reminders on iPhone and Android, and keeping your health information private.

CHAPTER 23

Managing a Parent's Prescriptions

If you help a parent or spouse with their medicines, you don't need their password. The pharmacies have a proper way for an adult to give you access from *your own* account. It's safer, and it keeps a clear record of who did what.

WHAT THIS DOES FOR YOU

Help from anywhere

With caregiver access you can see what's due, order refills, and check that something is ready, even if you live in another town. Your parent keeps their own account and stays in charge.

At CVS

1. You'll need your own CVS.com account, your family member's email address, and information from one of their prescription labels.
2. Sign in, go to **My Account**, and choose **Family Prescription Accounts** in the Prescription Center.
3. Choose **Add an Adult**. Walk through the three short identity steps, then send the authorization request.
4. Your family member gets an email. They respond, set up their own CVS.com account if needed, add prescription management, and **authorize** you as their Rx Caregiver.
5. Once approved, their prescriptions appear in your account, including any ReadyFill automatic refills.

At Walgreens

Walgreens calls this **Family Prescriptions**, under Settings in the pharmacy section. The account holder invites the other adult with **Add an adult**, and the invitation waits until that person accepts and gives permission. Walgreens' help center walks through each step.

At Amazon Pharmacy and mail-order

- Amazon Pharmacy lets a customer add a trusted **caregiver**, who can then coordinate prescriptions, set up refills and manage health information from their own Amazon Pharmacy account, at no extra cost.
- The Express Scripts app lets members order refills for family members on their plan.

Picking up for someone else

Under the federal privacy rule (HIPAA), a pharmacist may use professional judgment to hand a filled prescription to a family member or friend who comes in to pick it up. You usually don't need a signed form just to collect a bag. Be ready to give the patient's name and date of birth, and store rules may vary.

FROM BILL

Always with their say-so

Caregiver access works because the other person agrees to it. Have the conversation first, set it up together, and show them what you'll be able to see. If a parent can no longer make these decisions, a health care power of attorney is the right tool; that's a question for an attorney, not an app.

CHAPTER 24

Pill Reminders on iPhone and Android

A refill alert tells you when to pick up. A **pill reminder** tells you when to take a dose. Your phone can do both. These tools only remind; they don't decide anything about your medicine.

iPhone: the Health app's Medications feature

1. Open the **Health** app (the white icon with a red heart).
2. Tap the **Search** button at the bottom right, then tap **Medications**.
3. Tap **Add a Medication** (or **Add Medication** if you already have a list).
4. Type the name or use the camera to identify it, choose the form and strength, then set the schedule: which days and what times. Copy the schedule from your label or your doctor's directions.
5. When a reminder pops up, mark the dose **Taken** or **Skipped**.
6. Optional: in the Medications screen, **Options** includes **Follow Up Reminders**, which nudge you again if you haven't logged a dose about 30 minutes after it was due.

Android

- On a **Samsung Galaxy** phone, the **Samsung Health** app has a medication feature in the U.S.: make a medication list and get reminders to take your pills.
- On any Android phone, the **Clock** app can set a repeating daily alarm. Give it a label like "Morning pills".
- Google Calendar can also make a repeating event with a notification.

TIP

Pair the reminder with a habit

Reminders work best tied to something you already do, like breakfast or brushing your teeth. A weekly pill organizer on the counter makes it easy to see whether today's dose is done.

STAY SAFE

If you miss a dose

A phone can remind you, but it can't tell you what to do if you've missed or doubled a dose. Call your pharmacist or your doctor and ask. Many pharmacies have a pharmacist on the phone or by chat at all hours.

CHAPTER 25

Keeping Your Pharmacy Information Private

Your prescription list says a lot about your health. Pharmacies are covered by the federal health privacy law, HIPAA, which limits how they use and share that information. A few simple habits keep it private on your side too.

Not every health app is a pharmacy

A pharmacy is covered by HIPAA. A discount or reminder app often isn't, because it's not your health care provider. In 2023 the Federal Trade Commission took action against GoodRx, saying it had shared users' health information with advertising companies without permission. GoodRx agreed to a $1.5 million penalty and to stop sharing health data for advertising. The lesson isn't to avoid every app. It's to read what an app collects, and to say no to tracking you don't want.

Simple privacy habits

- **Hide text previews on your lock screen** so a medicine name doesn't pop up for anyone to read. On an iPhone: **Settings > Notifications > Show Previews > When Unlocked**. On Android, look in **Settings > Notifications** for lock screen options.
- **Use a strong, unique password** for each pharmacy account, and turn on two-step verification if it's offered.
- **Use the opt-outs.** You can stop marketing texts and calls while keeping "ready" alerts. CVS, for example, takes opt-out requests by phone, text, email or at the counter.
- **Shred old labels**, or peel them off, before you throw bottles away.
- **Sign out** if you ever use a shared or public computer.

GOOD TO KNOW

Who can see your texts

CVS's own text-alert terms point out that alerts may include limited information about your prescriptions, and anyone with access to your phone or phone account can see it. If you share a phone or a phone plan, keep that in mind.

PART 8

Staying Safe

How fake online pharmacies work, how to check any pharmacy website in two minutes with FDA BeSafeRx and NABP's Safe Site Search, and the pharmacy scam texts and calls to ignore.

CHAPTER 26

Fake Online Pharmacies

Search for almost any medicine online and you'll see sites promising it cheap, fast and without a doctor. Many of those sites are not real pharmacies. The National Association of Boards of Pharmacy (NABP) says it has identified **more than 40,000** websites that fail its patient-safety and pharmacy-practice standards or the law.

Why it matters

- Medicine from a rogue site may be **fake, the wrong strength, expired or contaminated**. You can't tell by looking.
- Your **card number and personal details** go to people who may misuse them.
- There's no real pharmacist checking your medicines against each other.

The FDA's warning signs

The FDA's **BeSafeRx** campaign lists these red flags. Any one is a reason to walk away.

Warning sign	What it looks like
No prescription needed	A real U.S. pharmacy always requires a valid prescription for prescription medicine.
Prices too good to be true	Deep discounts are the bait.
No U.S. address or phone	A safe pharmacy lists a U.S. physical address, a U.S. phone number, and a licensed pharmacist.
Ships from another country	Or says the medicine will ship from overseas.
Spam offers	Unsolicited emails, texts or pop-ups selling cheap medicine.
Odd packaging	Medicine that looks different, foreign-language or broken packaging, or no expiration date.
No privacy policy	Or one that says it may sell your information.

SCAM ALERT

"No prescription needed" is the giveaway

NABP reports that 96% of the illegal online pharmacies it reviewed didn't require a valid prescription. If a website will sell you a prescription medicine without one, it isn't a legitimate U.S. pharmacy, no matter how professional it looks.

STAY SAFE

Taken something from a site you now doubt?

Don't take any more of it. Call your pharmacist or your doctor and tell them what you took and where it came from. If you feel unwell, call your doctor, or 911 in an emergency.

CHAPTER 27

Checking a Pharmacy Website in Two Minutes

The FDA warns that fake pharmacies can make their websites look completely legitimate. So don't judge by looks. Check instead. There are two free, official ways.

1. NABP's Safe Site Search

1. Type **safe.pharmacy** into your browser yourself.
2. Choose **Buy Safely**, then use the **Safe Site Search** tool.
3. Enter the web address of the pharmacy you're curious about.
4. Read the result. It tells you whether the site is accredited by NABP or on its **Not Recommended** list.

2. Your state's license lookup

A U.S. pharmacy must be licensed by the state board of pharmacy. The FDA's BeSafeRx pages (search "FDA BeSafeRx") include **Locate a State-Licensed Online Pharmacy**, which points you to each state's license lookup. The FDA's advice is simple: if you can't confirm the pharmacy is licensed in the United States, don't use it.

What ".pharmacy" means

Some pharmacy websites end in **.pharmacy** instead of .com. NABP only lets a site use a .pharmacy address after reviewing it against its safety standards, and NABP says that, unlike a logo, the domain can't be faked. A .pharmacy address is a good sign. But plenty of real pharmacies use .com, so a .com site isn't bad on its own. When unsure, run the Safe Site Search.

> **TIP**
>
> **Badges can be copied; lookups can't**
>
> A seal or badge picture on a website proves nothing, because anyone can paste an image. What counts is the result *you* get when you look the site up yourself on safe.pharmacy or your state board's site.

Report a bad site

- Report a website you think is selling medicine illegally through the FDA's **Report Unlawful Sales** page (linked from the BeSafeRx pages).

- Report a side effect or bad reaction to a medicine to the FDA's **MedWatch** program, and tell your doctor.

CHAPTER 28

Pharmacy Scam Texts and Calls

Scammers know that millions of people get real texts from their pharmacy, so they copy them. The fakes look official and usually want one thing: for you to tap a link and type something.

Common fakes

If you see or hear…	It's probably…
"Your prescription is on hold. Pay the delivery fee here."	A link to a fake payment page.
"Confirm your account to keep your refills."	A fake sign-in page to steal your password.
"You're owed a pharmacy refund."	A trick to get your bank or card details.
A call selling cheap medicine or a "Medicare drug card"	Selling fake pills, or fishing for your Medicare number.
"This is the pharmacy, we need your Social Security number."	Hang up and call the number on your pill bottle.

SCAM ALERT

The golden rule for pharmacy messages

Never tap a link to pay, sign in or "confirm" anything. Open the pharmacy's app yourself, or call the phone number printed on your pill bottle. If the message was real, the same information will be waiting there.

What to do with a fake

1. Don't reply, not even "STOP", to a text you're not sure about.
2. Forward scam texts to **7726** (it spells SPAM) so your phone company can block them, then delete.
3. Report it to the Federal Trade Commission at **reportfraud.ftc.gov**.
4. If you already typed a password, change it right away in the real app. If you gave a card number, call your card company using the number on the back of the card.

FROM BILL

When in doubt, call

You'll never annoy your pharmacist by calling to ask "Did you send me this?" And if you'd like a second pair of eyes on a strange message, call me. That's exactly the kind of thing I'm happy to look at.

PART 9

When to Call Bill & Your Cheat-Sheet

An honest word about when a helping hand makes sense, and a one-page cheat-sheet of the numbers, codes and rules worth keeping by the phone.

CHAPTER 29

When to Call Bill

Most of what's in this guide you can do yourself, one step at a time. But some setups go faster with someone beside you, and some situations deserve a second opinion. Here's when I'd want you to pick up the phone.

Call me when

- **The account setup won't cooperate**: the identity check fails, the code never arrives, or the app won't find your prescriptions.
- **You'd like everything set up in one sitting**: the pharmacy app, text alerts, automatic refills and pill reminders, on your phone or a parent's.
- **You're setting up caregiver access** for a parent or spouse and want it done right, with them at the table.
- **You got a pharmacy text or call you're not sure about**, especially one asking for payment or a password.
- **You'd like to compare** your local pharmacy, mail-order and discount-card prices, and want help gathering the numbers.

STAY SAFE

What I won't do

I'm a technology helper, not a pharmacist or a doctor. I'll gladly help you *find* prices and set up the apps, but questions about the medicines themselves (what to take, how much, or whether to switch) always go to your pharmacist or your doctor.

FROM BILL

How I like to help

I'm Bill, and I've spent 30+ years helping people feel at home with their technology, right here in Portage County, Ohio. I don't rush, I don't talk down to anyone, and we go at your pace. My help is $49 remote · $99 in your home. Call **(330) 200-8042** or book a time at **billshometech.com/book**. If I'm with another client, Sophie, my AI receptionist, will answer and make sure I get back to you.

Thank you for reading. You now know more about pharmacy apps than most people who use them every day. Set things up at your own pace, let the alerts do the remembering, and keep asking your pharmacist the good questions.

— Bill

CHAPTER 30

Your Pharmacy Cheat-Sheet

Copy this onto a card and keep it with your pill organizer or by the phone.

Text alerts and quick codes

What	How
CVS text alerts	Text **Join** to **898-287**. Text STOP, then READY, to keep only "ready" texts.
Walgreens text alerts	Text **JOINRX** to **21525**. Reply REFILL to a reminder. RXSTATUS for a quick update.
Walmart pharmacy	Walmart app > **Services > Pharmacy** > PIN > Refill Prescriptions or Scan to refill.
CVS help	1-800-SHOP-CVS (1-800-746-7287)
GoodRx help	(855) 268-2822
Medicare	1-800-MEDICARE

Refill habits

- Order refills with **about a week left** (two weeks for mail-order).
- **Refill** = refills left. **Renewal** = your doctor must approve a new prescription.
- Wait for the text that says **"ready for pickup"** before you drive over.
- Turn off automatic refills for any medicine your doctor stops.

Money rules

- Discount cards (GoodRx and others) are **not insurance** and **can't be combined** with your plan on the same fill.
- Coupon and cash purchases generally **don't count** toward your Medicare deductible or yearly cap.
- RxPass is **$5.00 a month** for Prime members, for 60 common generics. Check eligibility at sign-up.
- Ask your pharmacist: **"Is there a less expensive way to fill this?"**

Safety rules

- Never tap a link in a text to pay, sign in or "confirm". Open the app yourself.

- Check any online pharmacy at **safe.pharmacy** before you buy. "No prescription needed" means fake.
- Forward scam texts to **7726**. Report fraud at **reportfraud.ftc.gov**.
- Medicine questions always go to **your pharmacist or your doctor**.

WHAT THIS DOES FOR YOU

You've got this

With your pharmacy app set up, alerts on, and these rules in your pocket, refills become one less thing to worry about. And if you'd ever like a hand, I'm a phone call away.

Bill's Home Tech · Complete Manuals Series · (330) 200-8042 · billshometech.com/book · Portage County, Ohio