

## Prescription Fills and Refills

As a member, you can fill and refill prescriptions at any participating network pharmacy. For locations, visit the [SWHP provider portal](#) or download the myBSWHealth Pharmacy mobile app through the [iTunes Store](#) or [Google Play](#). SWHP members also have access to prescription home delivery from the mail service pharmacies shown below. In order for the pharmacy to have your current insurance and process your prescription correctly, provide your SWHP insurance card when filling or refilling prescriptions.

### **Filling a New Prescription**

#### **Local In-Network Pharmacy**

- Take your written paper prescription and SWHP insurance card to the pharmacy.
- Ask your doctor to call or send the prescription via the provider's electronic medical record (EMR).

#### **Mail Service Pharmacy**

- Mail your prescription along with your SWHP insurance information to one of the mail service pharmacies below.
- Ask your doctor to call in the prescription.

Mail service prescriptions may take five to seven days to deliver.

Baylor Scott & White Pharmacy #107  
1600 West College Street, Suite 110  
Grapevine, TX 76051  
(855) 388-3090  
[BSWHealth.com/Pharmacy](https://www.bswhealth.com/Pharmacy)

Optum Rx Pharmacy  
P.O. Box 2975  
Mission, KS 66201  
(855) 205-9182

### **Refill an Existing, Non-Expired Prescription**

#### **Local In-Network Pharmacy**

- You can request your refill via phone, online, or at the pharmacy where you last filled your prescription.

#### **Mail Order Pharmacy**

- You can request your refill via phone, mail, or online.

### **Requesting a Prescription Transfer**

You can transfer a prescription to another pharmacy by contacting the new pharmacy by phone, online, or going into the pharmacy and letting them know which prescriptions you would like transferred. The new pharmacy will then contact the pharmacy that last filled the prescription for the necessary information needed to fill the prescription. Allow extra time to fill transferred prescriptions the first time in order to complete this process.