

Prescription Fills and Refills

As a member, you can fill and refill prescriptions at any participating network pharmacy. For locations, download the MyBSWHealth Pharmacy mobile app by texting BETTER to 88408. BSWHP members also have access to prescription home delivery from the mail service pharmacies shown below. For the pharmacy to have your current insurance and process your prescription correctly, provide your BSWHP insurance card when filling or refilling prescriptions.

Filling a New Prescription

Local In-Network Pharmacy

- Take your written paper prescription and BSWHP 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 BSWHP 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 #113
3800 Gaylord Parkway, Suite 110
Frisco, Texas 75034
(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 to complete this process.

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