

Your Pharmacy Journey

With Reid Health's Specialty Pharmacy Team

Starting a new medicine can be confusing, but our Specialty Pharmacy Team is here to help you every step of the way!

Step 1: Your prescription

Your doctor writes a prescription. Our Reid Health pharmacy team begins helping right away.

Step 2: We handle the insurance

We send your prescription to your insurance, work to get it approved and, if possible, help lower your cost. You may not see your prescription at the pharmacy yet. This is normal while we handle the insurance steps. We take care of your insurance ahead of time, so getting your medicine is easy.

Step 3: If insurance doesn't approve

If your medicine is not approved, we work with your doctor to appeal or find another option that your insurance will cover.

Step 4: We keep you updated

Once your medication has been approved, we'll contact you by phone and/or through MyChart. Our team is available to answer your questions and support your care every step of the way. Call us at (765) 770-0363.

Step 5: We fill and refill your prescription

If you use our Specialty Pharmacy, we set up refills and make sure your insurance approvals don't expire, so you don't miss a dose.

What to expect

Most insurance approvals take just a few days, but some medicines do take longer. We guide you through each step to help you get the care you need at the lowest cost.



(765) 770-0363



reidhealth.org/medical-services/pharmacy