



Updated Refill Request Policy

We do not accept refill requests directly from pharmacies. Requests must be submitted by the patient one week before current medication supply runs out.

How to submit a request:

- **Email:** frontdesk@bhchouston.com
- **Prescription Line:** 713-464-2595
- **Text:** 832-961-3356
- **MYIO Patient Portal:** <https://www.valant.io/myio/BHCInc/login>

Required Information: To avoid delays, please include all of the following in your request:

- Patient name, date of birth and phone number
- Dates of last and next scheduled appointments
- Pharmacy name, address, and phone number
- Medication name, dosage, and directions

Processing Time: Please allow 1–3 business days for processing. Requests sent after 12:00 noon will be processed the following business day. Requests sent on Friday after 12:00 noon, over the weekends, or during holidays will be processed the next working day. An automated text message will be sent once your request has been processed.

Appointments: Refills are issued to cover you until your next scheduled visit. Patients must have an appointment on file and be seen at least once every quarter (or sooner if required by your provider). Patients on stimulant medications must have an in-person appointment at least once every 12 months. ***Patients are responsible for scheduling appointments. No partial refills will be provided if an appointment was missed or canceled.***

Account: All outstanding balances must be settled before a refill is issued.

Fees: A \$10 administrative fee applies to all C-II drug requests made outside of a scheduled appointment, except for Medicaid patients. To avoid this fee, please schedule a monthly visit or contact your insurance provider to see if a 90-day fill is permitted for controlled medications.

Pharmacy and Insurance:

Once a refill is sent, it is managed by the pharmacy. Please contact your pharmacy or insurance provider directly regarding medication release or coverage. If a medication requires prior authorization, please contact your insurance first to identify the reason for denial and their specific requirements for coverage before notifying our office. This service is currently offered free of charge.

The provider retains the right to deny any refill request.