

Gender Affirming Care Services

GAHT PRESCRIPTIONS AT THE PHARMACY

Prescription Requests:

If you are seeking a refill on your medication you likely either have refills at the pharmacy or are due for follow up care. Please do the following:

1. **Call your pharmacy** to see if you have any refills on file.
 - Track the number of refills listed on your prescription container and reach out for a prescription renewal when you reach 0 refills.
 - If you have no refills left, you may be due for follow up care (an appointment or outstanding labwork). If you are not sure what you need or need further assistance, contact the GAC Support Team: (215) 351-5561 / gac@ppsp.org
2. **Schedule an appointment**, if you are due.
 - You can schedule an appointment:
 - Through your [PPSP MyChart account](#)
 - Through the [PPSP website](#)
 - By calling your health center or the GAC Support Team
 - If you will run out of medication before your appointment, **request a short-term bridge prescription refill** by phone, email or through your [PPSP MyChart account](#).
 - GAC Support Team: (215) 351-5561 / gac@ppsp.org
 - Center City Philadelphia Health Center: (215) 351-5560
 - Pottstown Health Center: (610) 326-8080

Prior Authorization for Medication Coverage:

If your pharmacy stated you need “prior authorization” or “provider authorization” to fill your prescription, we may need to submit a prior authorization request to your insurance requesting they cover your medication. This is common for testosterone or if your prescribed quantity exceeds what your insurance typically covers.

If this is the case, please **contact the GAC Support Team** and we will send the request to the prior authorization team. The prior authorization process can take several business days and the team will call you to notify you of the results once insurance responds to the request.

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If you do not wish to wait for insurance approval before filling your medication at the pharmacy, **you can request to pay out-of-pocket** at your pharmacy.

- You can search for discount coupons for paying for your medication out of pocket at [GoodRx.com](https://www.goodrx.com). (Note: Even with the discount, the cost for topical testosterone and injectable estradiol can still be considerably high.)

Frequently Asked Questions (FAQs):

I'm out of/almost out of my medication. How soon can I get my prescription sent?

Due to our high volume of patients, it may take up to 72 hours for your prescription to be sent to the pharmacy.

Can I get my medication if I move/visit out of state?

Most states allow prescribing across state lines, but some do not.

- If you are taking a trip you can:
 - a) Request an early refill from your pharmacy. You may need to call your insurance to request a travel waiver for coverage of an early refill.
 - b) Request your PPSP clinician send a prescription to a local pharmacy where you will be located. Contact the GAC Support Team to make this request.
- If you are moving to another state, we recommend finding a local hormone therapy provider, but you can continue care with PPSP in-person if preferred (telehealth only available to those in Pennsylvania). You can call the GAC Support Team for assistance locating a local provider.

How do I transfer my prescription to a different pharmacy?

Call the *new* pharmacy you would like to fill your medication and ask them to request the prescription at your old pharmacy be transferred to them.

If the pharmacy cannot make this transfer (not possible for some medication if you have not filled your first refill yet), call the GAC Support Team or your health center and explain you are unable to transfer your prescription and need a new prescription to be sent.

What if my medication was lost or destroyed?

Call the GAC Support Team for assistance in getting a replacement prescription.

The pharmacy substituted my injection supplies and I cannot use what I was given. What should I do?

Your pharmacy may offer substitutions on your injection supplies when they are not in stock. This has been a common issue. Recommendations to help you access the correct supplies can be found in the [Injection Preparation](#) section.