



DHS CENTRAL FILL PHARMACY PROVIDER FAQ SHEET

How do I sign my patients up?

During the visit, yourself (or assistant) and the patient must complete and sign the New Patient Mail-Order Pharmacy Enrollment Form and submit it to DHS Central Fill Pharmacy via fax at: **(310) 669-5609** or via secure email: **priorauth@dhs.lacounty.gov**

How can I send a prescription to DHS Central Fill?

Prescriptions can only be sent electronically. You can search for our pharmacy by entering the zip code: 90012. The EHR will populate a list of pharmacies in the area.

DHS Central Fill Pharmacy will be listed under the name: LA Co DHS Central Pharmacy

A screenshot of the Surescripts website's 'Find E-Prescribing Pharmacies' page. The page has a dark blue header with the Surescripts logo and a search bar. Below the header, there are navigation tabs: 'About Us', 'Products & Services', 'Network Connections' (which is highlighted), 'News Center', 'Support', and 'Contact Us'. A search bar contains the zip code '90012', a distance dropdown set to '5 Miles', and a search term 'central'. A 'Search' button is visible. Below the search bar, there is a breadcrumb trail: '/ Network Connections / Find E-Prescribing Pharmacies'. The main heading is 'Find E-Prescribing Pharmacies' with a 'View Mail-Order Pharmacies' link. Below this, it states '14 pharmacies found within 5.0 miles of Los Angeles, CA 90012'. A map shows the location of 'LA Co DHS Central Pharmacy' at 313 N Figueroa St Suite #1225, Los Angeles, CA 90012. The map also shows nearby areas like Vermont/Santa Monica, Bicycle District, and Heritage Square.

What if my patient wants a refill?

If a patient wants to refill their medication, they can call our automated Rx refill hotline at: **1-800-500-1853** and request to have their refill processed by DHS Central Fill Pharmacy. Please advise your patients to place their refill request ~7 days before they run out of medication.

How long does it take to process prescriptions?

It takes approximately 3-5 business days upon receipt.



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What if my patient wants mail-order, but is homeless or has a P.O. Box?

If a patient does not have their own stable address, the patient can submit a completed and signed New Patient Enrollment Form and opt to have their prescriptions sent to their preferred MHLA Clinic or to a different reliable address (e.g. relative).

Will my patients be able to get all of their medications from DHS Central Fill Pharmacy?

DHS Central Fill Pharmacy will only process prescriptions for most chronic conditions (e.g. hypertension, hyperlipidemia, diabetes) for up to a 90 day supply. **Please review and adhere to the MHLA Formulary when prescribing medications for your patients.**

Prescriptions for acute conditions (e.g. sinus infection, cough/cold) or controlled substances will not be provided by DHS Central Fill and patient should be referred to a local contracted pharmacy within the MHLA network. To find a pharmacy, use this [link](#).

What if my patient has a question about their prescription?

If the patient has questions about their medication they can call and request to speak to a pharmacist at: **1-213-288-8479**.

Will I have to fill out the enrollment form for every prescription?

No, once the form is on file at DHS Central Fill Pharmacy, you or the patient are no longer required to fill out the enrollment form. Only one enrollment form is required for each patient, unless there is a change in address or delivery preference.

What if my patient moves to a new address?

If the patient's delivery preference or address changes you or the patient must notify DHS Central Fill Pharmacy immediately by phone at: **1-213-288-8479** or via email at: **priorauth@dhs.lacounty.gov**.

Is there a delivery charge?

This service is processed at no extra cost to you or the patient.

If you have any further questions regarding MHLA DHS Central Fill Pharmacy, please feel free to contact us at: **1-213-288-8479**.