



Prescription Protocols

As your dermatologic medical practice, SkinMD providers make every effort to ensure that you receive the safest, most effective and reasonably priced prescription drugs, treatments, and laboratory tests we feel are best suited for your healthcare. We must also abide by regulations set by your insurance companies and government agencies. Over the last year, many health insurance companies or plans are requiring Prior Authorization or approval for an increasing number of drugs, treatments, and laboratory tests. If a Prior Authorization is necessary, it will be the patient's responsibility to contact their medication benefits plan to find out if the medication/treatment/test is excluded from the plan and what alternative medication/treatment/test may be covered. You can be assured that your provider will take every step necessary to provide you with cost effective treatments and alternatives. You may also visit www.goodrx.com and/or www.tennessee drugcard.com for additional discounts. There is a \$25 charge for lost prescriptions. Thank you for your understanding!

PAPER PRESCRIPTIONS:

- We regret that we do not have the manpower to “call in” medications. If your Prescription Drug Plan requires your medication to be sent to a mail-order pharmacy, it is the patient’s responsibility to do so. Again, we do not have the manpower to accommodate this.

REFILLS:

- If you are out of refills (per your pharmacy and bottle/tube) it is likely because you are due to see your provider back for follow-up and you will need to be seen for additional refills. Please call our office to schedule an appointment. Please schedule your appointment before you run out of your medication.

FOLLOW-UP SCHEDULE:

- Accutane- every month
- Other acne medications- oral/topical- every 3 months until maintenance, then every 6 months
- Eczema/psoriasis/chronic conditions- every 3 months until maintenance, then every 6 months
- Topical steroid creams for intermittent rashes, etc. Please call our office to schedule an appointment for additional refills.

PRIOR AUTHORIZATIONS:

- If your medication requires a Prior Authorization, Please allow up to 4 weeks for a Prior Authorization to be processed. In most cases, this is a lengthy process and requires multiple phone calls and documentation. Patients can request a Prior Authorization for a medication without going through our office by calling their Prescription Drug Plan.