

SortPak Pharmacy Preferred Home Delivery Program for 30 Day Supply of Maintenance Medications

Frequently Asked Questions

1. Can patients get any medication from SortPak Pharmacy?

There may be restrictions on certain medications like controlled substances, drugs that require refrigeration, or could freeze or are temperature sensitive. Patients may need to continue to get these items from a local pharmacy. Call SortPak if you have any questions: 877-570-7787.

2. What “maintenance medications” qualify?

- Medication adherence for asthma, diabetes, cholesterol and hypertension

3. How do I transition my patient’s current retail prescription(s) to SortPak Mail Order Pharmacy?

There are multiple ways to start using SortPak Home Delivery:

- **By Fax from a Providers Office**

Fax the prescription to 877-475-2382

- **E-Prescribing**

Find us electronically by any of this information:

NABP - 0524733

NPI – 1063407252

4. When to request a refill and how is it completed?

The earliest a refill request can be made is after 85% of the timeframe for the prescription has been completed (e.g., for a 30 day prescription, refills can be processed after 25 days). Most patients request refills a week before all their medication will be used.

Refills can be requested in different ways:

- **Order Online**

Patients can order refills quickly and easily online by visiting www.sortpak.com and clicking on “Refill.”

- **Order by Phone**

Patients can order refills by calling 877-570-7787. Coinsurance payment by check, check card, or credit card is required.

5. Who should I contact if I have added questions?

You can contact SortPak Pharmacy at any time.

- Call: 877-570-7787 and a live representative will be ready to help.
- Fax: 887-475-2382
- Address: 655 N Central Ave. 22nd Floor. Glendale, Ca 91203
- www.sortpak.com
- NCPDP/NABP: 0524733
- NPI: 1063407252