

Instructions for Refilling Prescriptions

Obtain a written prescription from your physician for up to a 100-day supply with 3 refills and take it to your Kaiser pharmacy and have it filled.

Prescription Cost for up to 100-day supply:

Generic \$5.00 per prescription

Brand \$10.00 per prescription

Instructions for Ordering Refills:

By Internet: www.members.kp.org; Customers will be prompted to login. First time users will be required to register to establish a secure online account. From there, follow the instructions for completing the secure online order form. Once you have your password, you can refill prescriptions by clicking on “Refill Prescriptions” from the menu. Prescriptions ordered online will be ready at your local Kaiser Permanente pharmacy in 48 hours.

By Phone: Call the automated prescription refill phone number highlighted on your prescription label. Please have your Kaiser Medical Record number, your prescription number, and credit card number and expiration date readily available.

By Mail:

Use the [Kaiser refill order form](#) and mail it along with your payment to:

Kaiser Permanente
Mail Order Processing Center
9521 Dalen St.
Downey, CA 90242

Customer Service:

If you have questions, please call the Member Service Call Center Monday – Friday, 7:00 a.m. – 7:00 p.m. and Saturday and Sunday 7:00 a.m. to 3:00 p.m. at 1-800-464-4000 or 1800-777-1370 (TTY for the hearing/speech impaired).