

# POLICY GUIDELINES



- **Refills:** Please contact pharmacy for all refills. Please allow 2 business days for refills to be processed.
- **Prior Authorizations:** Please allow 14 business days to be completed.
- **All Forms:** Please allow 14 business days to be completed.
- **Call Back Messages:** Calls will be addressed by the end of the next business day.
- **To Expedite Responses- *Please send messages via MyAtrium for refills and questions.***

Thank you for allowing us to provide care to you.



Atrium Health