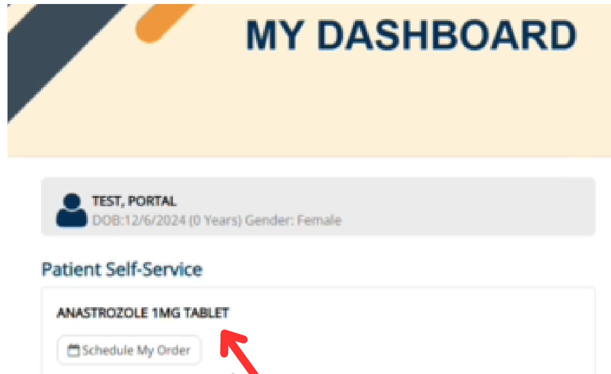
Patient Portal Frequently Asked Questions

How do I submit my refill in the portal?



Refill is eligible to be scheduled

- Seven days prior to being due, you'll receive a text or email refill notification (if enrolled). Your medication will now be eligible to refill on the portal.

- If your refill does not appear under **"Patient Self-Service"** you may be attempting to fill your prescription more than 7 days prior. If you are within 7 days of your next refill, and your medication is not listed under **"Patient Self-Service"**, please email us at rxinfo@reliancerxsp.com.

- Under "Patient Self-Service", click **"Schedule My Order"** to begin the process.

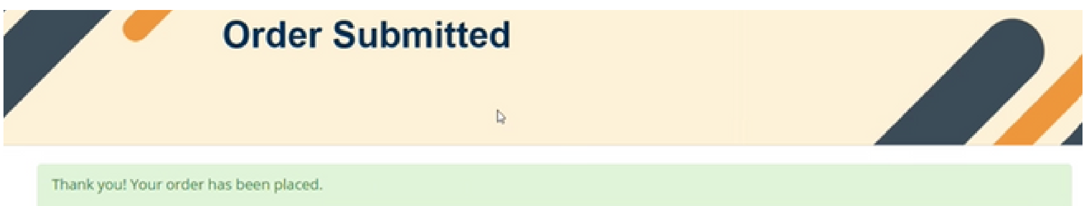
- Complete the questions under **"Interventions"**.

- Select the prescription that you want to refill and click **"Next"**.

- Under **"Order Delivery",** select your delivery date and preferred shipping address. Please list where you want your package left and any supplies needed (if applicable) in the text box under **"Delivery Options"**. Hit **"Next".**

- On the **"Payment Information"** page, please select your preferred payment method, and review your copay. (To note, if you are enrolled in a copay assistance virtual debit card, Reliance Rx will handle charging it after you submit your order.) Hit **"Next"**.

- Confirm the order details under **"Order Summary"** and click **"Place Order"**. When you see the screen below, your order is confirmed:



- You can track your order under **"Shipped Orders"**. You will not see anything under shipped orders until your package has shipped.

How do I sign up for text or email refill notifications?

- Click **"Account"** in the top right corner of the portal and select the **"Communication Preferences"** option.
- Opt-in to text or email notifications by selecting the associated bubble. (Please only select one option.)

How do I update my credit card information?

- Click **"Account"** in the top right corner of the portal and select **"Manage Credit Cards."** Select **"Add Card"** to add a new credit card or **"Edit"** to update an existing card.

How do I review patient statements?

- Click **"Account"** in the top right corner of the portal and select **"Billing & Payments."** Your current balance, recent payments, and patient statements are all accessible from this tab.

If you have any further questions or trouble enrolling in the portal please email us at **rxinfo@reliancerxsp.com** and we would be happy to assist you.