



Coastal Pain and Spinal Diagnostics Medical Group

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Refill Line FAQ's

What is the Refill Line?

The refill line is for Patients requesting a medication refill. Your call will be returned within 48 working business hours (2 business days, excluding holidays).

How do I reach the refill line?

You will need to call our office during business hours.

For Carlsbad (Dr. Miller, Dr. Sebahar or Dr. Patel), Press "2" and then Option "5" for Medication Refills. For Sorrento (Dr. Dobecki, Dr. Moeller-Bertram), Press "3" and follow prompts.

When should I call for a refill?

You must call during business hours and we suggest that you call at least 7 days before you run out of your medications. This will give us enough time to review your request and schedule you for an appointment, if necessary. Calling after regular business hours, over the weekends or on holidays for regular monthly medication refills will not be honored.

What kind of medication can be requested on the Refill line?

Non-narcotic medications can be requested on the refill line. In compliance with DEA recommendations, we cannot honor narcotic refills without an office visit. You will need to make an appointment to see your doctor or PA for narcotic refills. If you already know you are in need of narcotic refills, we suggest you go ahead and make an appointment with your doctor or PA to prevent further delay in your refill.

What are "special circumstances" to receive narcotic refills?

Each special circumstance refill request will be evaluated on a case by case basis and will ultimately be decided by your provider. You will need to fill out a form for this request, which will be located at the front desk. You may be asked to bring in all of your medications for a pill count and to conduct a urinalysis during this time.

I am completely out of my narcotic medications. What should I do?

In order for your provider to prescribe you refills of your narcotics, you will need to be seen and evaluated at an office visit. If you run out of narcotic medication due to overuse or loss of medications, you will not be able to obtain early refills. Being without your narcotic medications can lead to withdrawal and other adverse effects, you will need to go to the Emergency Room or Urgent care if you are having adverse effects.

My insurance will not approve my medication and wants a Prior Authorization. What should I do?

You will need to come in for a medication review with your provider so they can either prescribe you a new medication or will fill out proper documentation needed to submit to your insurance company to assist you with the medication prior authorization appeal. Many insurance plans change in the beginning of the year; we suggest that prior to the new plan's effective date that you contact your insurance and verify the medication eligibility. This will save you time and you can discuss medication options before you transition to your new plan.