



Cleveland Clinic Home Delivery Pharmacy Frequently Asked Questions (FAQs)

Answers to common questions about prescription refills, saved payment methods, and using Cleveland Clinic's Home Delivery in MyChart for medication needs.

What's new in Cleveland Clinic's Home Delivery Pharmacy?

All medication refill requests, payment updates, and prescription communications now happen through MyChart.

What are the benefits of using MyChart?

MyChart offers convenient, 24/7 access to essential pharmacy services, including requesting refills, tracking orders, and securely messaging your pharmacy team with questions. The platform also allows you to update your saved payment method, helping you avoid shipment delays caused by missing payment details.

For patients enrolled in adherence programs, MyChart provides timely reminders seven days before a scheduled shipment and gives you the option to reply at least two days before shipping if you'd like to cancel or adjust your delivery.

What if I don't have a MyChart account?

If you don't already have a MyChart account with Cleveland Clinic, sign up today at <https://mychart.clevelandclinic.org>.

How do I add home delivery to my preferred pharmacy list on MyChart?

Follow these steps when you are logged into MyChart:

1. Click the **Medications** button at the top of MyChart.
2. Select [Go to Manage My Pharmacies](#).
3. Click the + sign to add a pharmacy.
4. Type "home delivery" and choose Cleveland Clinic Home Delivery Pharmacy to add it.

How do I update my payment method?

Follow these steps when you are logged into MyChart:

1. From the home screen, click **Account Summary**.
2. At the bottom, click **Manage payment methods**.
3. Select **Add a New Payment Method** and save your preferred payment option.
4. This ensures that your prescriptions can be processed without delay.

How do I request prescription refills through home delivery?

You select Cleveland Clinic Home Delivery Pharmacy from your preferred pharmacy list when refilling a medication through MyChart.

How do I request refills and set up payment for my dependents (family members/MyChart Proxy accounts)?

Please add payment information directly to the orders in process for your dependent in MyChart to avoid delays as we are unable to access payment methods saved under a primary account for proxy accounts.

1. Click the **Medications** button at the top of MyChart dashboard of the desired patient's profile.
2. If a prescription is already in process, select **PAY** under the **Prescriptions that you can pay for section** and add the desired payment method for one-time use.
3. If you need to request a refill, request the desired prescription from the medication list and process the one-time payment with your desired payment method.

How long does it take to process and ship my medication using Cleveland Clinic Home Delivery Pharmacy?

Allow 5-7 days from the time you place your order for processing and shipment. If more information is needed, you'll be contacted through a MyChart message. Make sure to respond promptly to avoid delays.

How do I get refills of my medications?

Refills are not automatically filled unless you are enrolled in an auto-refill or adherence program. Log into MyChart to request refills electronically. This allows you to update your shipping and payment information to ensure safe, effective delivery.

How do I know how much my medication will cost?

If a medication has been filled at a Cleveland Clinic Pharmacy in the past, MyChart will provide you with an estimated cost based upon your last fill.

Insurance changes and other factors may lead to copay changes. If the increase in copay for an individual prescription is greater or equal to \$10 from your estimated cost at time of submission, the pharmacy will contact you to verify pricing prior to charging your card and shipping the medication order. You may be asked to set an acceptable price limit for charging the card you have saved on file and you will also be contacted if the order is above your preset limit.

How do I check my order status?

Once your order ships, a notification will be posted in MyChart. Order status includes tracking information and a payment summary that can be utilized for Flexible Spending Accounts (FSAs) or other expense verification/auditing needs. This information is available for review for 10 days. Please save this information for your records.

What is Cleveland Clinic Home Delivery Pharmacy's return policy?

In compliance with pharmacy law, we cannot accept returns of medication once delivered. If you have concerns about your shipment, please call (216) 448-4200 to discuss available options.

What if I prefer to pick up my medication or need it immediately?

Cleveland Clinic operates over 20 outpatient pharmacies across Northeast Ohio and Florida. Locations are available here: <https://my.clevelandclinic.org/departments/pharmacy/locations>.

Please call your preferred location at least two days in advance to ensure stock is available.

Is a signature required for controlled substance deliveries?

Yes. If your order includes a schedule 2 controlled substance, the pharmacy team will contact you through MyChart messaging before shipment to confirm your delivery signature requirement preference.

If you want to waive this requirement, you must reply to the MyChart pharmacy message within three days of MyChart notification. Please note that the pharmacy is not responsible for lost, stolen, or damaged orders if you waive the signature requirement.

Failure to reply will lead to delays in delivery.

How will I be contacted if I am in an adherence program?

Seven days before a scheduled shipment, you'll get a MyChart message confirming your order. If you don't need your order, reply to the message at least two days before shipping to cancel or change delivery. If you don't reply, your medication will ship as scheduled.

What number can I call to ask a specific pharmacy question?

Our pharmacy team is available at (216) 448-4200, Monday through Friday, 7:00 a.m. – 6:00 p.m. EST.