

Here's what you need to know about...

Scheduling a Medication Refill with Lumicera:

- Our caller ID will show **855-847-3553**. Please save our number to your contacts/phonebook.
- We can contact you via email, text message, and/or phone call. You can update your preference at any time by calling us.
- We will contact you 7 to 10 days before you need your medication based on your last delivery date.
- Please schedule your delivery several days in advance to avoid any unforeseen issues that may prevent you from receiving your medication before you need it.

Medication Delivery with Lumicera:

- Our Pharmacy works with UPS or FedEx to deliver your order. The carrier that delivers your package may change from month to month. If you have a preference, please let us know. We will try to honor your request for future deliveries, but cannot guarantee it.
- You can have your package delivered to your home, work, clinic or UPS/Fedex location for pickup.
- It is very important that we have the correct delivery address. Be sure to communicate any address changes, apartment number, gate codes or other information needed to ensure delivery of your medication.
- A signature is not required on deliveries, but can be added by patient request or by our pharmacy as needed.
- For medications that require continuous refrigeration, we prefer to schedule delivery of your medication to arrive on a Tuesday, Wednesday, or Thursday.
- For medications that do not require refrigeration, we can schedule your delivery to arrive any day Monday through Friday.
- If you opt-in to receiving text messages, we will text your tracking number when your medication is on the way.
- If our pharmacy teams determine that weather may delay the timely delivery of your medication, we may reach out to you to reschedule your delivery.
- If your package does not arrive when expected, please check your tracking number or call us at 855-847-3553 **as soon as possible**. We will work with the shipping carrier on your behalf. If it is after hours, please leave us a detailed message so we can address immediately upon opening.

Have More Control Over your Deliveries

We encourage our patients to sign up for alerts/notifications that will help you monitor of ALL your shipments by using the following FREE services provided by our couriers;

- UPS My Choice- Visit the UPS Website to enroll in their [Free Membership](#)
- FedEx Delivery Manager - Visit the FedEx Website to enroll in their [Free Membership](#)

Pharmacy Hours of Operation:

Monday - Thursday 8 a.m. – 7 p.m. (CST)

Friday 8 a.m. – 6 p.m. (CST)

Closed on weekends and major holidays.

For more information, please visit:

lumicera.com/patients/faq