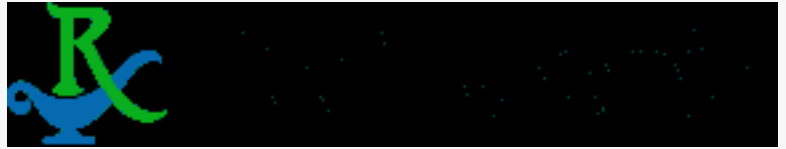


# RefillGenie Simplifies Prescription Refills for Those Changing or Losing Insurance Coverage

*Physician-founded telehealth offers same-day, text-based refills nationwide to help patients stay on medication during insurance changes or gaps.*



JERSEY CITY, NJ, UNITED STATES,

November 12, 2025 /EINPresswire.com/ -- [RefillGenie](#), a telehealth service focused on prescription medication refills, offers patients facing insurance transitions or coverage gaps a streamlined approach to maintaining access to chronic disease medications. The service addresses a critical healthcare need during periods when individuals find themselves between doctors or insurance plans.

According to the physician founders of the Jersey City-based company, lapses in medication adherence during insurance transitions contribute to preventable complications for patients managing conditions such as diabetes and hypertension. The text-based platform provides doctor-reviewed refills for existing medications without requiring traditional office appointments.

The service operates through a four-step process: patients answer health questions, information undergoes verification, a brief text consultation occurs with a licensed physician, and prescriptions are sent directly to the patient's pharmacy. The platform maintains availability in all U.S. states and Washington D.C., except for Alaska.

Dr. Stephen Kelly, Founder of RefillGenie, described the service's origin: "The physician founders were tired of seeing patients suffer from strokes and heart attacks simply because they'd run out of their blood pressure medication. For that reason, we created this simple, text-based service to ensure anyone can access their life-saving medications when needed."

Patient experiences demonstrate the service's application during healthcare transitions. Mary A. shared: "What a lifesaver! I was caught between without a prescribing doctor nearby because of temporary living arrangements out-of-state, waiting for my new home to become available. RefillGenie staff were prompt, courteous, and thorough with checking my records and getting me the bloodpressure medication refill I needed."

The platform focuses specifically on refilling existing medications rather than initiating new prescriptions. Safety protocols exclude certain medication categories including controlled substances, sedatives, muscle relaxants, and medications requiring monitoring. In cases where bloodwork is necessary before providing refills, the service provides lab orders and interpretation at no additional charge.

Jeffrey C., another patient, noted: "My heart is so grateful for this service! In a time of desperate need for my meds to keep me safe and going, no insurance and no access to affordable health care, this service stepped in and saved me! Filling my blood pressure meds and more allowing me the time to relax and focus on my next step to health care."

The service operates with a standard turnaround time of 12 hours, though many refills are processed more quickly. Patients can refill up to three existing medications per request through the text-based interface. The platform maintains 24-hour, 7-day-a-week availability to accommodate varying patient schedules and urgent medication needs.

Judy N. described her experience: "Wow!! I'm between insurances now, no coverage. I was out of my medication that I take every day, and have taken it for years. I tried Refill Genie and it was better than expected! The charge was low, and they refilled THAT DAY!! And they made sure I was charged the lowest price possible! What more could you ask for??"

The service positions itself as a temporary healthcare resource rather than a replacement for ongoing primary care. According to the company's stated approach, patients are encouraged to establish care with local providers who can perform regular physical examinations and provide long-term health management. The platform serves to bridge gaps that occur during transitions in healthcare coverage or access.

Patient safety remains central to the service's operational protocols. The medical team reviews each refill request individually, and certain situations may require additional verification or testing before prescriptions are issued. The text-based format eliminates the need for waiting rooms while maintaining direct communication between patients and licensed physicians.

For individuals experiencing insurance changes, loss of coverage, or gaps between healthcare providers, maintaining access to chronic disease medications presents a documented challenge in healthcare continuity. The service addresses this specific scenario by providing a direct pathway to prescription refills during transitional periods.

For more information about RefillGenie's prescription refill services, visit <https://refillgenie.com/> or call +1 (929)-274-3052. Additional resources are available at <https://refillgenie.com/news/>.

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About RefillGenie Inc.

The physician founders of RefillGenie were tired of seeing patients suffer from strokes and heart attacks simply because they were unable to refill their blood pressure medication. For that reason, they created a simple, text-based service to ensure anyone can access their life-saving medications, even when in-between doctors or insurance plans.

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Note to Editors

- RefillGenie is a telehealth company that provides medication refill services to patients in 45 states across the USA.
- The company was founded by Dr. Stephen Kelly and is headquartered in Jersey City, New Jersey.
- RefillGenie's mission is to remove barriers to medication access and ensure patients can easily manage their health, even during times of uncertainty or transition.
- The company offers a user-friendly, text-based service with transparent pricing and direct communication with licensed physicians.
- RefillGenie does not intend to replace primary care doctors. It serves as a temporary resource to bridge gaps in care and prevent complications from conditions like diabetes and hypertension.

End of Press Release.

Stephen Kelly

RefillGenie

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