

2021 MacDill AFB Pharmacy Guide

Vision:
Premier Patient Centered
Medical Home



Locations:

MacDill Clinic Pharmacy

3250 Zemke Ave, Bldg 1078
MacDill AFB, FL 33621

Sabal Park Clinic Pharmacy

9208 King Palm Drive
Tampa, FL 33619

Drive-Thru Pharmacy

7101 Kingfisher St
MacDill AFB, FL 33621

Urgent Care Pharmacy

7101 Kingfisher St
MacDill AFB, FL 33621

Contact:

TOL/Automated Phone Line

[TOLSecureMessaging.com](https://www.tolsecuremessaging.com)

Medical Appointment Line:

(813)828-2273

Refill Call-In Line:

1-800-272-0201
(813)828-5367

Facebook

<https://www.facebook.com/6thMedicalGroup/>

How to get your prescriptions filled from civilian (off-base) providers

Instructions for Providers

DOD MACDILL EPHCY

NCPDP# 5740849

3250 Zemke Ave, MacDill AFB, FL, 33621

Phone# (813) 827-7910

Providers must enter the DOD MacDill EPHCY exactly as above otherwise your E-Rx will not reach us. If the correct address is not listed it will not come through. Please note there is an off-base civilian pharmacy on MacDill Ave that uses the "MacDill" entry.

Instructions for Patients

Please Note: Electronic prescriptions submitted by healthcare providers are not automatically ready for patient pick-up.

Patients must activate all new electronic prescriptions.

Request activation by:

Tricare Online Secure Messaging
(TOLSecureMessaging.com)

How to get your prescriptions filled from an on-base provider

Check-in and pick-up at the pharmacy in the clinic you were seen in to receive your prescription(s).

MacDill AFB Pharmacies

MacDill Clinic Pharmacy

Monday-Friday 0730-1630

The Main Clinic Pharmacy services Active Duty and patients empaneled to the MacDill Clinic. The pharmacy's primary mission is to fill prescriptions entered by their provider and to process off-base medication requests ordered by referral specialty providers in the network. (This allows Pharmacy staff the opportunity to troubleshoot and provide necessary counsel to beneficiaries regarding their prescriptions).

Helpful Hints

MacDill Clinic Pharmacy:

- This location services active duty & empaneled patients (those with a primary care provider at the MacDill Clinic) with same day service.
- This is the first stop for active duty & MacDill Clinic empaneled patients with drug requests from a specialty referral provider.

Sabal Park Clinic Pharmacy:

- This location services active duty & empaneled patients (those with a primary care provider at the Sabal Park Clinic) with same day service.
- This is the first stop for Sabal Park empaneled patients with drug requests from a specialty referral provider.

Drive-Thru Pharmacy:

- Once the technician greets you, please provide: last name, first letter of last name, date of birth and first name.
- Please inform the technician if you are picking up prescriptions for more than one beneficiary.
- ***Retiree Priority Pick-Up Mon-Fri 0830-1030 hours:*** Avoid long wait lines and the rush hour traffic off base.

Urgent Care Pharmacy:

- There is a drop box located in the Urgent Care Pharmacy for controlled and VA prescriptions. Rxs will be ready at the Drive-Thru ***at 0800 hrs. in 2 duty days***
- Any other prescriptions left in the drop box not meeting requirements will not be processed.
- Acute or urgent prescriptions turned in at the Urgent Care Pharmacy will be ready same day at this location. If not picked-up by the end of the duty day they will be moved to the Drive Thru for pick-up.

Guide to Tricare Online Secure Messaging

Step 3:

Send a Message



Once your request to connect has been approved, you can now compose and send a message to your Pharmacy Team. Messages can only be viewed by the pharmacy if you are approved.

1. To send a message to your Pharmacy Team, click on "Messages" from the home page.
2. Click on "Compose" and select yourself as a patient, then select your provider (pharmacy). You will be prompted to acknowledge that the secure message you are about to send is a non-urgent message. **If you have an emergency, call 911 or visit your nearest Emergency Room.** Click "yes, I understand" to continue.
3. Compose your message and click "Send". A confirmation message will be sent letting you know the message was received and to expect a response within one duty day.

For a step-by-step Video Tutorial on how to sign up for TOLSecuremessaging.com please go to:

www.facebook.com/6thmedicalgroup/videos/679158386056597

For assistance signing up with TOL please contact:

Change Healthcare Customer Support
866.309.4138 Ext 4

FederalPatientPortalSupport@ChangeHealthcare.com

Sabal Park Clinic Pharmacy

Monday-Friday 0730-1630

The Sabal Park Clinic services patients empaneled to the Sabal Park Clinic. The pharmacy's primary mission is to fill prescriptions entered by the provider and to process off-base medication requests ordered by referred specialty providers in the network. (This allows Pharmacy staff the opportunity to troubleshoot and provide necessary counsel to beneficiaries regarding their prescriptions).

Drive-Thru Pharmacy

Monday-Friday 0800-1700

This is the primary pick-up location for electronic prescriptions (once activated) and refill requests.

- * Order your refill at least 10 days before the prescription runs out.
- * The Refill telephone line is operational 24 hours/7 days a week or use Tricare Online Rx Refill program.
- * **Refills** requested for pick-up at **Drive-Thru Pharmacy** will be available for pick-up at **0800 hrs. in 3 duty days** (4 duty days if requested during the weekend or holiday).
- * **Activated new E-Rxs prescriptions** will be available **at Drive-Thru Pharmacy at 0800 hrs. in 2 duty days.**
- * **NOTE: Patients have 5 duty days from the pick-up date to pick up your prescriptions or they will be returned to stock.**

Urgent Care Pharmacy

Monday-Friday 0800-1630

The Urgent Care Pharmacy services all eligible pharmacy beneficiaries. The pharmacy's primary mission will be to fill urgent prescriptions from emergency rooms and urgent care centers, accept paper prescriptions for controlled prescription (s) and provide a walk-in access point for beneficiaries with urgent pharmacy issues. Controlled and properly issued/signed VA prescriptions may be dropped off at this pharmacy and picked-up at the Drive-Thru after 2 duty days.

How to Contact the Pharmacy

Tricare Online Secure Messaging service- You can send a message 24 hours a day. Ask medication related questions.

(see instructions on page 5)

Please leave a detailed message with:

Full Name, sponsor's last four

What medications you need activated

Question or concern

Your message will be addressed in the order it was received.

- Please do not leave multiple messages as this delays our ability to answer messages.

For help signing up or for questions, please contact TOL at:

Change Healthcare Customer Support
866.309.4138 Ext 4

FederalPatientPortalSupport@ChangeHealthcare.com

Additional Information

Formulary: Non-formulary drug requests may only be requested for empaneled beneficiaries by their assigned MacDill or specialty referral providers.

Prescription Transfers: MacDill Air Force Base Pharmacy will transfer in prescriptions with active refills from any Department of Defense military pharmacy to the MacDill Air Force Base Pharmacy upon request

* Call or leave a message via TOL with: pharmacy name, number and names of prescription(s) to be transferred.

* To request a transfer out of MacDill to another Pharmacy, have your new pharmacy call [813-827-7910](tel:813-827-7910).

Guide to Tricare Online Secure Messaging

Step 1:

Register for Secure Messaging



1. Go to the home page (www.TOLSecureMessaging.com) and select "Register Here" underneath the blue "SIGN IN" button.
2. Then click register as a "Patient". Once you have completed the patient information, your account set-up will be complete.



- If you have previously registered for an account and forgot your username or password, click on "Start Recovery" and you'll be taken through a series of questions to recover your login credentials.

Step 2:

Adding Macdill Pharmacy as Provider(for the purposes of this website you will be adding the Macdill Main/ Sabal Park Pharmacy AS your provider, NOT your actual off base provider)

1. After logging into TOL Secure patient messaging, click on the "Providers" tab on the top of the screen.
2. Click on "Add Provider or Facility" to add the MacDill Pharmacies.
3. Enter the name and zip code of the pharmacy you would like to add:

MacDill AFB, Main/Sabal Park Clinic

Pharmacy (zip code: 33621)

The Pharmacy will receive a message once the request has been made. Your request will remain in a "pending status" until the pharmacy has approved your request.