



# 2022 MacDill AFB Pharmacy Guide

## Vision:

Readiness Focused,  
Unmatched Trusted Care to  
Prevent, Heal and Deploy

## Locations:

### MacDill Clinic Pharmacy

3250 Zemke Ave, Bldg. 1078  
MacDill AFB, FL

### Sabal Park Clinic Pharmacy

9208 King Palm Drive  
Tampa, FL

### Drive-Thru Pharmacy

7101 Kingfisher St  
MacDill AFB, FL

### Urgent Care Pharmacy

7101 Kingfisher St  
MacDill AFB, FL

## Contact:

### TOL Secure Messaging Portal

[www.tolsecuremessaging.com](http://www.tolsecuremessaging.com)



### Refill Call-In Line:

800-272-0201  
813-828-5367

### Medical Appointment Line:

813-828-2273

## Facebook

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

All Pharmacies Will Be Closed on Federal Holidays,  
6 ARW Designated Family Days, and will have reduced services on  
6 MDG Training Days (3rd Friday of each month).

Refer to our Facebook page for up-to-date closures.

## **MacDill AFB Pharmacies**

### **MacDill Main Clinic Pharmacy**

**Monday-Friday 7:30 a.m. to 4:30 p.m. ET.**

### **Sabal Park Clinic Pharmacy**

**Monday-Friday 7:30 a.m. to 4:30 p.m. ET.**

Main and Sabal Park Pharmacies provide services for patients enrolled at the respective clinic with same-day appointments. Refills are not processed or shipped to these sites.

### **Urgent Care Pharmacy**

**Monday-Friday 8 a.m. to 4:30 p.m. ET.**

Provides walk-in access point for pharmacy services to all eligible TRICARE patients. Urgent Care fills prescriptions from Emergency Room and urgent care centers, paper prescriptions for controlled drugs and properly issued/signed VA prescriptions.

### **Drive-Thru Pharmacy**

**Monday-Friday 8 a.m. to 5 p.m. ET.**

Primary pick-up location for electronic prescriptions (eRX) (once activated), prescriptions from virtual appointments and all renewal and refill requests.

#### **Helpful Hints:**

- Activate new prescriptions using TOL Secure messaging. They will be ready for pick-up at the Drive-Thru Pharmacy **after two duty days**, once activated. Requests made during holiday week-ends will require one additional processing day (3 duty days).
- Patients may order refills before their prescription runs out:  
30 day supply = 7 days prior; 90 day supply = 22 days prior
- Refills will be available for pick-up after 8 a.m. in three duty days (up to four duty days if requested during a holiday weekend) at the Drive-Thru Pharmacy.
- Patients have **five duty days** from the pick-up date to pick up your prescriptions or they will be returned to stock.
- When greeted at the drive-thru window, please provide the patient's last name, first name and date of birth.

## **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 enter the DOD MacDill EPHCY exactly as above. If the correct address is not listed, the prescription will not come through. Please note there is an off-base civilian pharmacy on MacDill Ave which uses "MacDill" as an entry.

### **Instructions for Patients**

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

**Patients must activate all new electronic prescriptions.**

**Request activation by sending a message on  
TRICARE Online (TOL) Secure Messaging**  
[www.tolsecuremessaging.com](http://www.tolsecuremessaging.com)  
Provider: Main and Sabal Pharmacy Provider

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

Check-in and pick-up your prescriptions at the pharmacy in the same clinic as your appointment. Or send a request through TOL Secure Messaging.

### **Prescription Transfers**

- MacDill AFB Pharmacy will transfer active refills into our pharmacy only from other military pharmacies upon request. Send a message to us via TOL with: pharmacy name, prescription number and name of medication(s). All others transfers in will require new prescriptions.
- MacDill AFB Pharmacy will transfer active refills out to any military or retail pharmacy. Have the new pharmacy call 813-827-7910, option 3 and leave a message.

## Guide to TRICARE Online Secure Messaging

**TRICARE Online is for non-emergent care only.  
If you have an emergency, please call 9-1-1 or  
visit your nearest emergency room.**



### Step 1: Register for Secure Messaging

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



- If you previously registered for an account and forgot your username and/or password, click "Start Recovery".

### Step 2: Add MacDill Pharmacy as a Provider

You must add the pharmacy as a separate provider

1. Log-in into TOL Secure patient messaging, click on the "Providers" tab on the top of the screen.
2. Click "Add Provider or Facility" to add the MacDill Pharmacy.
3. Enter "MacDill Pharmacy" into the Search for Provider bar.
4. Locate the MacDill Pharmacy provider and click "SELECT"  
**MacDill AFB, Main/Sabal Park Clinic Pharmacy**  
**ZIP code: 33621**

The Pharmacy will receive a message once the request has been made. The request will remain in "pending status" until patient is accepted by a pharmacy team member.

## Guide to TRICARE Online Secure Messaging

### Step 3:

#### Send a Message to Activate Prescription(s) or Communicate with Pharmacy Staff

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", select yourself as a patient, then select the "Main and Sabal Pharmacy provider".
3. Compose your message, include: Patient's full name, date of birth, last four digits of the sponsor's social security number, and name of medication(s) to activate.  
Note: If you are unsure of the medication name(s), please provide the prescriber's name and the number of prescriptions you are expecting
4. Click "send" — A confirmation message will be sent acknowledging the message was received. You will receive a second email within one duty day confirming which medications were activated and when they'll be ready for pick-up. Holiday weekends may delay response time.

If you have questions or need assistance with TOL contact:

#### **Change Health Care Customer Support**

866-309-4138, ext. 3.

FederalPatientPortalSupport@ChangeHealthcare.com

**For a step-by-step video tutorial on how to sign up for Secure Messaging please go to:**

[www.facebook.com/6thmedicalgroup/videos/679158386056597](https://www.facebook.com/6thmedicalgroup/videos/679158386056597)

Or scan the QR Code:



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## Helpful Hints

- There is a drop box located inside the Urgent Care Pharmacy for controlled substance and VA prescriptions. Prescriptions dropped off before 12 p.m. ET will be ready at the Drive-Thru in two duty days, prescriptions dropped off after 12 p.m. ET will be ready in three duty days.
- Any prescriptions left in the drop box not meeting requirements will not be processed.

### MacDill AFB Local Formulary

<http://online.lexi.com/lco/splashes/files/pdf/MacDill-AirForce-Index.pdf>

Or scan this QR code →



**Note:** Only patients enrolled to a MacDill AFB Clinic provider may receive Non-formulary medications

### Check to see if your medication is covered using the TRICARE Formulary Search Tool:

[www.esrx.com/tform](http://www.esrx.com/tform)

Or scan the QR code →



**Need Home Delivery of your medications? Express Scripts provides convenient and secure Home Delivery option (copays may apply).**

<https://militaryrx.express-scripts.com/home-delivery>

## WE NOW OFFER A NEW WAY TO LEARN ABOUT YOUR MEDICATIONS!

- 1** Locate the QR code on your prescription label.
- 2** Open the iPhone camera, Google camera, or any other QR code reader and hold the camera 6 inches above the QR code to scan.
- 3** Click the drop down link to watch a short video and see other information.

### BY SCANNING THE QR CODE ON YOUR PRESCRIPTION YOU CAN NOW:

-  Watch a short video about your medications. See reverse side for instructions on how to access.
-  Read the information sheet normally printed on paper by pressing the "inform me" button.
-  View a high quality image of your medication located in the "menu" button.
-  Share information about your medication with friends, family, or your healthcare team.



- ✓ On demand and easy to understand
- ✓ Reduces paper waste
- ✓ Better for the environment

## SCAN YOUR PRESCRIPTION LABEL FOR DRUG INFORMATION

Open camera on phone, hover camera over QR code on prescription label.

**FOR IOS (IPHONE) USERS:**  
Tap on link that appears at the top of your screen.

**FOR ANDROID USERS:**  
Tap on link that appears at the bottom of your screen.

Meds On Cue website will appear containing medication information.



A paper copy of your prescription information is available upon request



**Coming Soon to MacDill AFB!**  
September 2022

**MILITARY HEALTH SYSTEM  
MHS GENESIS**

MHS GENESIS is the new, modern electronic health record (EHR) for the Department of Defense.

The EHR will launch at MacDill AFB in September 2022. When deployment is complete, it will provide a single record of care throughout your military service.

- Along with the new EHR, the MHS GENESIS Patient Portal will go-live.
- The Patient Portal will replace the current functionality of TRICARE OnLine Secure Messaging.
- To prepare, patients are encouraged to validate/update information in Defense Enrollment Eligibility Reporting System (DEERS) at <http://tricare.mil/DEERS>

To learn more about MHS GENESIS and when it's coming your way, visit [health.mil/mhsgenesis](http://health.mil/mhsgenesis).

September 2022




Patients can sign up for an MHS GENESIS Patient Portal account in advance, starting now.

<https://patientportal.mhsgenesis.health.mil>

**\*\* Messaging will not be active until we Go Live with MHS GENESIS in September 2022 \*\***

For questions regarding the DS Logon, visit [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) or contact the Defense Manpower Data Center at (800) 538-9552.

