

Can I get my prescriptions filled at MacDill AFB Pharmacy?

- Prescriptions filled at MacDill AFB Pharmacy Locations are dispensed without charge to all eligible beneficiaries (Active Duty, family members, retirees and their family members). Call Tricare @ (813)-827-9920 if you have eligibility requirement questions.
- Not all Military Treatment Facilities are linked , so if the patient has never received a prescription from MacDill AFB Pharmacy you will need to be added into our CHCS system by Tricare

Where do I go to get my prescriptions filled?

- If you are seen by the MacDill AFB Clinic Providers, go to the Main Clinic Pharmacy located in the Clinic.
- Patients seen at our Brandon Clinic go to the pharmacy in the Brandon Clinic
- All off base prescriptions can be filled at the PharmaCARE (no-copays), DoD Mail Order or a local retail pharmacy of your choice (Tricare Co-Pays apply).
- Refills called in by the patients may be picked up at the Drive-Thru Refill or Brandon Pharmacies. This does not include Faxed Prescriptions or Renewals from your provider
- Faxed Prescriptions are **ONLY** available for pick up inside the PharmaCARE
- Renewals from your MacDill AFB Providers are available for pick up at the MacDill Clinic or Brandon Clinic Pharmacies, depending on the location in which you are seen by that provider

What are your Hours of Operation?

- **The MacDill Clinic Pharmacy**, located at 3250 Zemke Ave in the MacDill Clinic, is open 0700-1630 hours Monday-Friday. (Phone: 813-827-9300)
- **The PharmaCARE Pharmacy**, located at 7101 Kingfisher Ave-next to the Burger King, is open 0830-1700 hours Monday-Friday. (Phone: 813-828-2226) (Rx FAX: 813-828-0088)
- **The Drive thru Refill Pick-up Pharmacy**, located behind the PharmaCARE, is open 0830-1700 hours Monday-Friday and 0900-1200 hours on Saturdays, for the pickup of all called-in refill prescriptions **ONLY**. (Phone: 813-827-9764)
- **The Brandon Clinic Pharmacy**, located at 220 Grand Regency Blvd in Brandon, FL, is open 0730-2000 hours Monday-Friday. (Phone: 813-827-9736)
- All Pharmacy locations are closed on all Federal Holidays, Family Days and close early the third Wednesday of each month for training day.

What are some of MacDill AFB Pharmacy policies?

- While state law may allow for less stringent control, the following are MacDill AFB Pharmacy policies. Valid prescriptions will be filled based on Tricare or local quantity restrictions and refill limitations. Faxed prescriptions are accepted but must originate from your provider. Patients are not permitted to fax in their own prescriptions. Telephone-ordered prescriptions will not be accepted.
- Non-controlled medications (e.g. for high blood pressure, diabetes, cholesterol, etc.) - A prescription for a non-controlled medication may only be filled within 1 year of the date originally written. These prescriptions may be refilled, if authorized by the prescriber, up to 12 months from the date originally written.
- Schedule III, IV, and V medications (e.g. for mild to moderate pain, sleep, etc.) - - A prescription for a controlled substance classified in DEA Schedule III, IV, or V may be filled within 6 months of the date originally written. These

prescriptions may be refilled, if authorized by the prescriber, up to five times within a 6-month period from the date originally written.

How can I request refills?

- Call the automate refill phone system at (800) 272-0201 or (813) 828-5367. These numbers are also located on top of all prescription labels.

How long will it take before I can pick up my called-in refill request?

- Prescriptions called in before 12 noon will be ready for pick up in the Drive-Thru in two duty days. Prescriptions called in after 12 noon will be ready for pick up in the Drive-Thru Refill Pharmacy after three duty days. The automated refill call in system will give you specific times and days on when your prescriptions will be available. For those requesting refills to be picked up in Brandon, add one additional business day to the above time frames.

How long do you hold my prescription?

- Prescriptions will be held for 7 business days.

Does MacDill AFB Pharmacy carry my medication?

- Use the Formulary Search Tool at <http://go.usa.gov/pml>
- Pick up a printed copy at your next pharmacy visit
- Or call us at (813) 828-2226

What quantity can I receive?

- 90-day maximum supply (must be written for 90 days) for non-controlled prescriptions and 30-day maximum on controlled medications. Please see formulary for other medications with restricted quantities.
- Ask your providers for 90-day prescriptions to minimize pharmacy trips.

What do I do if I run out of refills?

- If you have are assigned to a provider at MacDill AFB Clinics you will need to call (813) 828-2273 and leave a renewal request with your provider.
- If you see an off base provider you will need to get a new written prescription to bring to PharmaCARE or you can have your provider fax us a new prescription at (813) 828-0088.

How do I update my address in your system?

- DEERS will override what we have in our system so please contact DEERS to have your personal information updated: <http://tricare.mil/mybenefit/home/overview/Eligibility/DEERS/Updating> or Call 1-800-538-9552 to update your addresses, e-mail address and phone numbers. (TTY/TDD: 1-866-363-2883)

Additional Information:

- To be added to our email for important updates and reminders please send request to: 6MDG.Patients@macdill.af.mil
- To speak with our Pharmacy Flight Patient Advocate: call Ms. Sheila Woodruff at (813) 827-9769
- If needed, please contact the pharmacy department for further information as above or visit our website at www.macdill.af.mil and click on the 6th Medical Group Pharmacy Services icon (American Flag) in the center of the page.