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. Call Tricare @ (813)-827-9920

Where do I go to get my prescriptions filled?

- If you are seen by the MacDill AFB Clinic Providers, use the Main Clinic Pharmacy located in the Clinic.
- Patients seen at our Brandon Clinic use 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 patient may be picked up at the Drive-Thru Refill or Brandon Pharmacies. This does not include E-Rx (Electronic Prescriptions) or Renewals from your provider.
- Renewals from your MacDill AFB/Brandon 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 0730-1630 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 and accepts e-Rx Prescriptions (New or Renewals) from your civilian provider. (Phone: 813-828-2226)

- **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 0730-1700 hours Monday-Friday. (Phone: 813-827-9736)

- All Pharmacy locations are closed on all Federal Holidays, Family Days and the **Fourth Monday** 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. e-Rx prescriptions are accepted but must originate from your provider. Patients are not permitted to FAX in their own prescriptions and telephone-ordered prescriptions will not be accepted.

- Non-controlled medications (e.g. for high blood pressure, diabetes, cholesterol, etc.) 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.

- A prescription for a controlled substance classified in DEA Schedule III, IV, or V (e.g. for mild to moderate pain, sleep, etc.) may be filled within 6 months of the date originally written. These prescriptions may be refilled, if authorized by the prescriber, up to 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 located on top of all prescription labels. You can refill your prescriptions online as well, Save Sometime and Refill Online. Visit our website at www.macdill.af.mil and link the pharmacy link.

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 Too: visit our website at www.macdill.af.mil and click on the Pharmacy link.
- Pick up a printed copy at your next pharmacy visit or use a QR code scanner on your smartphone.
- Call us at (813) 828-2226 if you have any questions.

What quantity can I receive?

- Pharmacy can fill up to a 90-day maximum supply (must be written for 90 days) for non-controlled prescriptions and a 90-day maximum supply on maintenance 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 are assigned to a provider at MacDill AFB Clinics you will need to call (813) 828-2273 (CARE) and leave a renewal request with your provider.
- If you’re seen by an off base provider you will need to have your provider send an electronic prescription (e-Rx) to DOD-MACDILL EPHCY, NCPDP# 5721534. 3250 Zemke Ave, MacDill AFB, FL 33621. Alternatively, you can bring a written prescription to PharmaCARE. Phone number (813) 828-2226

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 TSgt Barton 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 Pharmacy link.