



McConnell AFB Pharmacy Frequently Asked Questions

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1. What are the pharmacy **hours**?

The pharmacy is open Monday through Friday, 7:30am – 5:00pm. We are closed all weekends, federal holidays and training days. Starting January 1, 2015, Training Day will be all day on the second Thursday of each month. The pharmacy is also closed on all AMC Family Days and Wingman Days.

2. What are your **busiest hours** in the pharmacy?

- Our slowest times are from 07:30 to 9:00 in the morning and 3:00 to 5:00 in the afternoon
- From 11:00 a.m. to 1:00 p.m., our pharmacy operates at half staffing for lunch
- Wait times are always longer directly following a down day due to increased refills

3. When can I process a **refill**?

Do not wait until your medication has completely run out to call in your refill. Prescriptions can be called in after 75% usage of the medication (e.g. after 23 days with 30 day-supply and after 68 days with 90 day-supply)

4. How do I order a **refill**?

Remember, all refills must be called in and walk-ins will be limited to emergencies only. Additionally, refills called in by 2400 hours (midnight) will be ready for pick-up the following duty day after 1200 hours (noon). If you are having issues using the automated system to process your refill, please see Question #5 below; What if I have trouble entering a refill using the automated system?

- I. Call the Pharmacy Refill Line at any of the following:
 - a. (877) 340-2230
 - b. (316) 759-5852
 - c. (316) 759-6109
 - d. (316) 759-6491
- II. Press “1” to be relayed to the Pharmacy Refill System
- III. Press one of the following:
 - a. 1 – hours of operation
 - b. 2 – refill or check status of a prescription
 - c. 4 – info on how to use refill system
 - d. 5 – listen to options again
- IV. If you choose option “2”, follow these steps to complete your refill or check status of your refill:
 - a. Enter the last four digits of the sponsor’s SSN followed by the “#” sign
 - b. Enter the numeric portion of the prescription number followed by the “#” sign
 - c. Press “1” to refill this prescription or press “2” to check the status of this prescription

5. What if I have **trouble entering a refill** using the automated system?

If you are not able to refill your prescription through the automated system, it may be due to one of the following issues:

- You must be using a touchtone phone to enter a refill using the automated system
- Incorrectly entering the information into the automated system
 1. First, try entering the information into the system again
 2. If unsuccessful, call the pharmacy directly at 316-759-5277 during normal business hours to have a pharmacy team member assist you
- No refills remaining or your prescription is expired
 1. To see if you have refills remaining, look at the “REF LEFT” or “Refills Left” section of your prescription label. The first number indicates how many refills you have remaining (i.e. 2 of 11 indicates 2 refills remaining). See the two examples below.
 2. If you have refills remaining but still have trouble refilling through the automated system, you may have an expired prescription. Per the DEA, a prescription is only good for 12 months from the date it is written. For a controlled drug (those with red tape over the lid), the prescription expires in 6 months. See the two examples below.
 3. If either of these apply, see #6 and 7 for the solution.

Original Date
Prescription expires 12 months from this date. If controlled, prescription expires 6 months from this date



Refills Remaining

Refills Remaining

Expiration Date

6. What is the **difference** between a refill and a renewal?

A **refill** is the process of getting a medication ready for you when you have at least one refill remaining and the prescription has not expired. This process is completed in the pharmacy without any involvement from your Medical Team.

A **renewal** is the process of getting a medication ready for you when you have either no refills remaining or the prescription has expired. See Question #7; How do I process a renewal? for more information.

7. How do I process a renewal?

For On-Base Providers: If you meet either of the criteria above, you will be unable to refill your prescription and will need to have a Medication Renewal. To complete a medication renewal, follow the steps below:

- It is preferred to have the patient use MiCare to send a message to their **On Base** provider team requesting a Medication Renewal. For questions on enrolling in MiCare, please ask your medical team. [Click the following link to be taken to the MiCare webpage.](#)
- The second option is to contact the Appointment Line at (316) 759-6300 and have the clerk generate a request for your provider team to review.
- Upon review, the provider team will either authorize a renewal or request you to visit the clinic before a renewal is authorized.
 - If a Renewal is approved, it will be ready for activation 72 duty hours after the request is put in. Patients must pull a ticket at the pharmacy to activate their renewal once it is approved.
- If it is after duty hours, you can send a secure message using MiCare or call the appointment line on the next duty day.

For Off-Base Providers: If you meet either of the criteria above, you will be unable to refill your prescription and will need to have a Medication Renewal. To complete a medication renewal, follow the steps below:

- You will need to contact your provider and have them write a new hard copy prescription or have a new prescription either faxed or e-prescribed to McConnell AFB (Fax #: 316-759-6776).

8. How does a faxed prescription work?

Your doctor can fax a prescription to us at (316) 759-6776. Any fax received by 5pm will be ready the next duty day by 1200 hours unless it is for a non-formulary medication. DEA Schedule II medications will not be accepted via fax per Federal Law. Prescriptions may only be faxed from the Provider's Office. Providers must include the following on the faxed prescription:

- Patient's name (as it appears on Military ID)
- Patient's Date of Birth
- Last four of sponsor's Social Security Number
- Any known drug allergies
- Provider's full printed name and signature
- Provider's DEA number if prescribing a controlled substance

9. How does an **electronic prescription** work?

Your doctor can e-prescribe a prescription to McConnell AFB. Any e-prescription received by 5pm will be ready the next duty day by 1200 hours unless it is for a non-formulary medication. Controlled medications will not be accepted via e-prescription. Providers should include the following on the e-prescription:

- Patient's Name
- Patient's DOB
- DoD ID Number
- Prescriber's Name
- Prescriber's NPI or DEA number

10. Am I able to use **Mail Order Pharmacy**?

Yes. Tricare Mail Order is delivered through Express Scripts. More information can be found at the following link: <http://www.tricare.mil/homedelivery/>. Additionally, there is a link to Tricare Mail Order FAQ on the Medical Group Home Page.

11. How do I **transfer** a prescription to McConnell AFB?

Come in to the pharmacy and get a Transfer Request Form. Fill out the form with the appropriate information including which medications you need and which pharmacy it is being transferred from. Upon completion, our pharmacist will call and get the medication transferred and ready for pick up in 2-3 duty days.

12. Who is authorized to **pick up my medications**?

You are able to authorize anyone to pick up your medications. McConnell Pharmacy has developed a card available at the pharmacy that you can fill out to authorize someone else to pick up your medications. Additionally, you can write up a short note indicating this with both individual's signatures being present on the note. See below for an example of our Pick-Up Authorization Card.

<p>MCCONNELL AFB PHARMACY PRESCRIPTION PICK-UP AUTHORIZATION</p> <p>_____ Is authorized to pick up my prescriptions at McConnell AFB Pharmacy</p> <p>-----</p> <p>Patient Printed Name & Sponsor's Last 4 SSN</p> <p>_____</p> <p>Patient Signature Pharmacy 316-759-4203 Refills 316-759-6109</p>
