

THE MAXWELL AIR FORCE BASE PHARMACY



**Rx DoD  
Maxwell  
EPhcy**



**Pharmacy Call Center**  
(334) 953-6868

**Refill Call-In System**  
(334) 953-7971  
or  
(800) 732-6117

Activate your prescriptions ahead of time by sending us a message on **Tricare Online Secure Messaging**

**Hours of Operation**

Mon – Fri  
0730 – 1630

**Training Closures**  
3<sup>rd</sup> Thursday of Each Month

**Other Closures**  
All Federal Holidays  
42 ABW Down Days

General Pharmacy Information

The 42<sup>d</sup> Medical Group Pharmacy strives to deliver premium pharmaceutical care to our active duty, retiree and beneficiary population. Our goal is to increase the safety of our patients by decreasing possible patient exposure to COVID-19. **Masks are required** to enter our facility and upon entry patients are screened for COVID-19. Additionally, we have set in place **strict physical distancing** to keep you and our staff safe. Furthermore, by using electronic prescriptions and Tricare Online Secure Messaging, we can minimize your time and possible exposure. Have your provider send prescriptions electronically to **“DoD Maxwell EPhcy.”** Once they have done so, send us a message through Tricare Online Secure Messaging to activate your prescription. Tricare Online Secure Messaging is one of the most efficient tools to better aid our communication with you. This tool allows you to activate your medication while at home and pick them up in a timely manner. Through the Tricare Online system the prescription ready time for new prescriptions is generally 24 hours after the time the patient receives confirmation from the pharmacy.

**PICK UP YOUR REFILLS AT GUNTER-ANNEX SHOPPETTE!!**

The ScriptCenter Prescription KIOSK located at the Gunter-Annex Shoppette **officially reopens on 1 Apr 2021** and is ready to serve you!

ScriptCenter is a secure, convenient and private way to pick up your prescription refills.

Order your refills as usual through Audiocare at 334-953-7971 or 1-800-732-6117.

Select Gunter Annex as your pickup location.

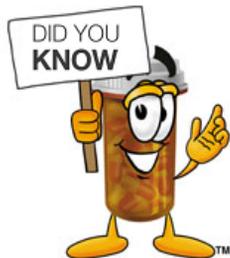
You will need one of your prescription numbers the first time you pickup. Simply select “enroll” and follow the one-time enrollment process to create your unique login ID and PIN!

If you are a prior user and forgot your login ID, send us a message on Tricare Online to retrieve!

**Tricare Mail Order Pharmacy**

If you live a long distance from the base or simply do not feel like making the drive to the base regularly, you can have your medications mailed to you by using the Tricare mail order pharmacy.

Get more information at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)



## Frequently Asked Questions

Q. Why do I have to “activate” my prescriptions?

A. Activation is the process of which we pull up a patient’s medication profile and review what a provider has sent over. Due to computer system limitations, we are unable to see a medication that has been sent over from the provider. We have to pull up each patient individually and review their profile, only then can we know what medication needs to be filled. You can help us speed up our service by activating your medications ahead of time by messaging us on Tricare Online Secure Messaging or by calling our call center at 334-953-6868 and leaving a message!

Q. When can I get my COVID-19 Vaccine on base?

A. For the most up-to-date information on Maxwell-Gunter’s response to the COVID-19 pandemic, follow the Maxwell AFB website [www.Maxwell.af.mil](http://www.Maxwell.af.mil) and Facebook page [www.facebook.com/MaxwellAFB/](http://www.facebook.com/MaxwellAFB/) If you are enrolled on Tricare Online Secure Messaging with the Pharmacy, we will send you information on the COVID-19 Vaccine as it becomes available.

Q. Why does the “process” change at the pharmacy so often?

A. The Pharmacy values feedback it receives from our patients. We take that feedback to heart and analyze processes to respond and improve our ability to deliver care to our patients. and most process changes are a direct result of feedback we receive from patients. You can leave anonymous feedback by visiting the following link [https://s.surveypplanet.com/IVA\\_aXEgW](https://s.surveypplanet.com/IVA_aXEgW)

Q. What medications does my Pharmacy Benefit cover at the Military Treatment Facility?

A. Maxwell AFB Pharmacy follows the Tricare Uniform Formulary. Meaning most medications listed as Tier 1 and Tier 2 by Tricare are covered and available to be filled at Maxwell. Some medication(s) require a Prior Authorization from your doctor and those can take a few days to get the information back from your doctor and Tricare for approval. By visiting <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/formularyPricing/home> and searching the drug you can find out what is available here. You may also ask us via Tricare Online if the medication is available!

Q. How do I know when my prescriptions are ready for pickup?

A. Message us via Tricare Online secure messaging and we’d be glad to let you know! Additionally, in late summer 2021 we are receiving new technology that will send out calls and text messages to patients to let them know when their medications are ready to pickup.

Q. How Do I sign up for Tricare Online Secure Messaging?

A. **Patients can register and sign up at [www.tolsecuremessaging.com](http://www.tolsecuremessaging.com) and using the following steps**

1. Register and sign-in at [www.tolsecuremessaging.com](http://www.tolsecuremessaging.com)
2. After registration, Click on “Providers” tab
3. Use search box to find “Maxwell AFB Pharmacy and zip code 36112
4. Add Maxwell AFB as provider and wait for approval
5. After Approval, send us a message to activate prescriptions, check medication status, initiate transfer request or ask the pharmacy a question. You will receive a reply within 1 duty day.

