

## *MHS GENESIS Rx Refills FAQs*

### **How can I request prescription refills within the MHS GENESIS Patient Portal?**

You can now use the MHS GENESIS Patient Portal to request refills for most prescriptions from your military pharmacy. This new feature, which began Feb. 29, 2024, applies to your existing medications that have remaining refills.

With MHS GENESIS you can:

- See all prescriptions you can refill
- Select the prescription you want to refill
- Select where you want to pick up your refill
- See when your prescriptions are ready for pick up

If your prescription has no refills left, or it is expired, you will need to contact your provider for a renewal. You can do this using a scheduled appointment or you can use the MHS GENESIS secure messaging feature to request a renewal. Depending on the medication, you may have to see your provider for a consult.

The MHS GENESIS Patient Portal is a secure website for 24/7 access your health care information. This new feature is part of a suite of tools available to you, including accessing clinical notes, viewing lab and test results, and reviewing immunizations.

### **What's the difference between prescription refills and renewals?**

A refill means you can order a new supply of your medication when you're running low or out of medication without having to go through your provider. When you run out of medication refills for your medication, you'll need to get a prescription renewal. This is a new prescription for the same medication.

### **Where do I find the Rx Refills tab on my Patient Portal?**

Select the More tab (the second tab from the right), and then select Rx Refills.

### **See all prescriptions you can refill.**

You can refill your prescriptions at military pharmacies and U.S. Coast Guard pharmacy pick up locations.

### **Will I be able to get refills from non-DOD pharmacies?**

Beneficiaries will be able to select a Department of Defense or U.S. Coast Guard pharmacy pick up location. However, prescriptions initially filled at U.S. Department of Veteran Affairs, Department of Defense, and U.S. Coast Guard pharmacies will be visible in the Rx Refill tab.

### **If I don't want to use the MHS GENESIS Patient Portal, can I call my military pharmacy for prescription refills?**

Yes. You can call the automated calling system, 24/7 to request refills through the phone number listed on the prescription label.

### **If I have technical questions or issues with the Rx Refill tab, who should I contact?**

For IT-related questions or technical help, please call our 24/7 Global Service Center at +1-800-600-9332. If you have a Common Access Card, or CAC, you can chat or email through our online services portal.

### **Can a refill request be transferred from a military pharmacy to a civilian pharmacy?**

Yes. You ask your civilian pharmacy to submit a request to your military pharmacy to transfer the prescription refill via phone.

