



NEW

Pharmacy Instructions

Naval Medical Center Portsmouth and Clinics



New Prescriptions

Use Q-Anywhere

- Available during your selected pharmacy’s work hours.
- Text “**get in line**” to **(833) 217-2199** or scan the QR Code and follow the prompts.
- You will receive a text message when your prescriptions are ready for pickup.
- Once prompted, text “**I am here**” upon arrival at the pharmacy you selected and listen for your number.

Renew Prescriptions

Contact your provider

If your current prescription has no refills remaining, you must contact your provider for a prescription renewal.

Refill Prescriptions

Call The Refill Line

- (757) 953-6337
- or TOLL-FREE (866) 285-1008

- Hard copy prescriptions for non-controlled substances are no longer accepted at NMCP or its clinic Pharmacies.
- Hard copy prescriptions for controlled substances will no longer be accepted after February 1, 2023.
- After that date, all prescriptions must be submitted electronically by your provider.

For more information please visit the NMCP Pharmacy Website at <https://portsmouth.tricare.mil/Health-Services/Pharmacy> or call (757) 953-0258.

MHS GENESIS will “go live” at NMCP on January 21, 2023.

- The above processes will remain after the “go-live” date.
- Request prescription renewals and refills as early as possible (up to 21 days early on a 90-day supply).
- Patients will no longer be able to activate prescription refills through the TRICARE Online Patient Portal and this service will not be available in the new MHS GENESIS Patient Portal.