

LYSTER ARMY HEALTH CLINIC (LAHC) PHARMACY

Frequently Asked Questions (FAQ)

Updated January 5, 2023

- 1. What are the Pharmacy hours?** Mon-Fri 0730-1615. Last ticket pull in Outpatient Pharmacy is 1500. Closed weekends and Federal Holidays. Closed the Third Wednesday from 1200-1615 for training.
- 2. Why does Pharmacy have longer wait times and delays now?** Due to recent changes in our electronic health record, we have restructured our processes to better serve you. Five-day processing of new and renewal prescriptions have been replaced with same-day processing. New initiatives are coming soon to assist in wait room management and prescription activation flexibility. While we are working to improve our services, we still face some challenges, such as staffing level and enterprise-wide system errors, which we are actively working mitigation strategies to reduce impacts on our beneficiaries. We project improvements in all areas in the next few months. We apologize for inconveniences and frustrations. Thank you for your patience and continual support as we are fully committed to the highest quality of care.
- 3. What is the difference between refill and renewal?** Refills are the number of times you are able to obtain your medication based off of one prescription. The number of refills are determined by your provider when they initiate the prescription. Many maintenance medications have refills entered that will cover one year. At the end of one year or at the end of your refills, a provider must enter a new prescription which is considered a renewal prescription. Pharmacy processes renewal prescriptions similar to a new prescription.
- 4. How come some of the refills I activated on the audiocare telephone line are not getting filled?** An enterprise-wide error is impacting refill processing at all military treatment facilities (MTF). Currently the system is randomly generating double dispense action resulting in 2 claims being generated. This required manual troubleshooting at the local level to unlock the prescription for processing. Local MTFs are actively working on reducing the impact on their beneficiaries until a fix is found. Projected impact will last through early 2023.
- 5. Can I still go onto Patient Portal and activate my refills like Tricare Online (TOL)?** Unfortunately, refills cannot be activated on new the MHS Genesis Patient Portal. All refills must be called in telephonically to 1-877-520-1623 or 1-334-255-7671 to activate your refill.

6. I can't find my prescription number to activate remaining refills due to losing the bottle/box with label. What can I do? Please visit the Pharmacy front desk Mon-Fri 0730-1200 or 1245-1500 to retrieve your prescription numbers or activate your refill.

7. I used to get certain medications from LAHC, but now I cannot. Why? LAHC Pharmacy follows the Tricare Formulary guidelines found at <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/>. Some medication may no longer be on the authorized formulary or your provider may need to submit a pre- authorization or medical necessity form. For more information regarding these forms please visit <https://www.tricare.mil/CoveredServices/Pharmacy/ManageScripts/Refills/PreAuth>.

8. What is a Prior/Pre- Authorization and why do I need one? LAHC Pharmacy follows the Tricare Formulary guidelines found at <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/>. Your provider may need to submit a pre-authorization (PA) or medical necessity (MN) form for a number of reasons. Once approved by Tricare, the PA/MN is valid for that prescription only. A new PA/MN is typically required for subsequent renewal prescriptions. For more information regarding these forms please visit <https://www.tricare.mil/CoveredServices/Pharmacy/ManageScripts/Refills/PreAuth>.

9. What is the difference between temporary out of stock and manufacture back order? Temporary out of stock (TOS) means we have exhausted all of our on-hand supply of a medication and we have submitted an order to restock. Typical turn-around time is 1-2 business days. Manufacture back order means there is an enterprise-wide supply shortage limiting the amount of medication available for order. Supply chain availability varies based on each unique Manufacture back-order situation.

10. If there is a medication recall, why would I be able to get it from a network provider when I cannot get it from LAHC? Medication recalls vary similar to other consumer product recalls. They can be based on a product as a whole or they can be limited to certain lot numbers that identify a specific manufacturing plant in which the product was made. Based on different supply chains, medications located at LAHC may have been purchased from a specific manufacturing plant that has a recall while a network pharmacy may hold a different lot number for the same prescription drug. Often a manufacture back order is associated with a recall due to a manufacture needing to replenish their lost recall stock.

11. What is Q-Anywhere? Q-Anywhere is a text-based initiative for virtual ticket activation of same-day new/renewal *electronic prescriptions* submitted by their provider within the last 4 weeks. Beneficiaries will receive text updates on medication processing without the need to wait in the clinic. Once medication is complete, beneficiaries may pick up their medication

in Pick Up Pharmacy same day prior to 1600 or at their convenience within 13 calendar days.

To get started scan the QR code
or text "Get in line"
to 1-833-429-7248.



12. Do I have to use Q-Anywhere or do I still have an option to pull a ticket inside LAHC?

No, Q-Anywhere is a highly encouraged tool available for you to use but is not required to receive medication. The Outpatient Pharmacy windows and waiting area will still remain open for you to visit us in person.

13. Can I activate more than one family member on the same Q-Anywhere text message? Yes! The automated prompts will guide you after you request to "Get in line"!

14. What if I don't have my family members DOD ID number? Can I still use Q-Anywhere?

The DOD ID number is required to use Q-Anywhere. Please visit Patient Administration or the Pharmacy front desk Mon-Fri 0730-1200 or 1245-1500 to retrieve your family members DOD ID number.

15. If I don't want to wait in the lobby after I pull a ticket, can I leave and come back without losing my place in line?

We are pleased to now offer the ability to reactivate a same-day ticket if you have already been called up to a window and let us know which medications you are here to pick up. You can return to the outpatient pharmacy prior to 1500 to reactive your ticket by scanning the barcode on your ticket number. If you decide to come back another day, please proceed to the Pick Up Pharmacy and pull a new ticket within 13 calendar days.

16. Why does the ticketing kiosk ask me about my phone number and text messaging?

We are pleased to now offer the ability to receive real-time text messages as your medications are processed within the pharmacy. This enables you to know where your medication is in the process as you wait in our Outpatient Pharmacy lobby or chose to return at a later date and time to retrieve your medication from our Pick Up Pharmacy.

17. Why am I asked about opting-in to text messaging at the pharmacy windows?

We are pleased to now offer the ability to receive a real-time text message indicating when your medication is complete and placed in our holding cabinets (GSL machines) pending your arrival to the pharmacy. Medications placed in the GSL machines must be picked up within 13 calendar days before they are returned to stock.

18. If I am picking up a combination of new and refill prescriptions, where do I go? To streamline processes and decrease subsequent wait times, please proceed to the Main Outpatient Pharmacy kiosk or utilize Q-Anywhere to activate your new or renewal medication. When you pick up your new or renewal medications, the tech at the Outpatient Pharmacy will deliver your refill medications waiting in our GSL machines at the same time. The Pick Up Pharmacy windows are intended for completed medication pick up only.

19. How can I get ahold of the pharmacy if I have a question? For questions about your medications or would like to talk to a pharmacy technician, please call 334-255-7953 (*note: this is the new number starting 09 January 2023*) or visit the Pharmacy front desk Mon-Fri 0730-1200 or 1245-1500.

Additional Resources:

TRICARE Home Delivery: <https://militaryrx.express-scripts.com/home-delivery>

TRICARE Network Pharmacy:

<https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/Network>



	Generic Formulary Copayment	Brand-Name Formulary Copayment	Non-Formulary Copayment	Non-Covered
Military Pharmacy (90 Day Supply)	\$0	\$0	Generally not available without medical necessity.	Not Available
TRICARE Pharmacy Home Delivery (90 Day Supply)	\$12	\$34	\$68	Not Available
Retail Network (30 Day Supply)	\$14	\$38*	\$68*	Full Cost

Active duty service members have a \$0 copay for covered drugs at any pharmacy.

* For all beneficiaries except active duty service members, select brand-name maintenance medications (taken for long-term conditions) may only be filled twice at retail and then must be filled via home delivery or military pharmacy.

TRICARE.mil/costs



Receiving a Prescription?

Q-Anywhere

Activate Remotely

Lyster Army Health Clinic PHARMACY Remote Activation

With Q-Anywhere, you can activate your new prescription submitted electronically by your provider within the last 4 weeks with a simple text message from your phone. The pharmacy will process your new rx and will send you a text when ready for pickup.

You'll need the patient's 10-digit DoD ID number located on the military ID card to get started.

SCAN ME

OR TEXT

"Get in line"

1-833-429-7248