

MHS GENESIS PATIENT PORTAL HELPFUL TOPICS: April 14, 2023

The following are five helpful topics to assist you during the MHS GENESIS migration:

Fact #1: PROPER LINK

The correct MHS GENESIS Patient Portal link that Beneficiaries need to log in can be found below: <https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

Once on the Patient Portal page, please ensure you can see the MHS GENESIS logo in the top left corner of the site.

IMPORTANT NOTE: If you do not see the MHS GENESIS Logo, you are on the Defense Manpower Data Center (DMDC) "Generic" logon site and you will NOT be able to reach the Patient Portal here. This site will NOT take you to the patient portal. Retrace your steps and only use the links listed above.

Fact #2: CREATE DS LOGON

Unless you have an active Common Access Card (CAC) you will need to create a DS Logon to access the site. Once on the site, you will be prompted to verify your identity, please use caution with all entries. Data entered incorrectly may trigger your account and you may be locked out for 31 days or until you can contact the DMDC Customer Contact Center (CCC) at [800-368-3665](tel:800-368-3665) to regain access.

Fact #3: DEERS CONTACT

You can visit your nearest Defense Enrolment Eligibility Reporting System (DEERS) office to have a DS Logon created for you. RAPIDS site locations can be found at <https://idco.dmdc.osd.mil/idco>

Fact #4: FUNCTIONALITY

Features currently functional:

- a. **Messaging:** You will be able to communicate with your Primary Care Manager (PCM) and or PCM Team. You will need to know your PCM's name to initiate the communication.

- b. **Appointments:** You may be able to see any upcoming appointments; however, you will not be able to make any new appointments using the Patient Portal, as this feature is not yet active.
- c. **Medications:** You may be able to see a list of your active medications, but you must call 800-377-1723 to REFILL your prescription(s). Currently, there is no direct link to send refill requests directly to the pharmacy.

If you do not have any more refills on your prescription and need a renewal, you can use the Patient Portal to send a secure message to your provider. Your renewal request (considered a NEW prescription) is not automatically sent to the pharmacy to be filled. You must PRE-ACTIVATE your NEW prescription using one of the activation platforms (phone call, Q-Anywhere) of your chosen pharmacy before going to the pharmacy. For your information, attached is a list of all pharmacies within the National Capital Region Market.

- d. **Health Records:** Some functions or "Tabs" may be functional such as certain lab tests, immunizations, medications, and COVID-19 results. Other tabs may still be waiting to be pulled or uploaded from our "Old" Electronic Health Record.

Fact #5: RECORDS VIEW

- Service Members (Active, Guard, Reservists, Retirees), and Veterans will be able to view their record, as well as those of their eligible Family Members (under 18 years old).
- Eligible Family Members over the age of 18 years old must create a separate DS Logon account to access the Patient Portal.

Your National Capital Region Market Military Pharmacies

Andrew Rader Army Health Clinic

401 Carpenter Fort Myer, VA 22211

<https://rader.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD FT MYER PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-556-3565

Phone Number: (833) 853-1392 (Opt. 3 – 2)

Hours of Operation: Mon – Fri: 0730-1600

Barquist Army Health Clinic

1434 Porter Street, Frederick, MD 21702

<https://barquist.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD FT DETRICK PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-429-6708

Phone Number: (301) 619-2275

Hours of Operation: Mon – Fri: 0800-1600

DiLorenzo Pentagon Health Clinic

(Pentagon Employees Only)

The Pentagon, Washington, D.C. 20310

<https://belvoirhospital.tricare.mil/Clinics/DiLorenzo-Pentagon-Health-Clinic/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD DILORENZO PENTAGON PHARMACY**

Phone Number: (703) 692-8692

Hours of Operation: Mon – Fri: 0745 – 1600; 3rd Thur: 0745-1200

Dumfries Health Center

3700 Fettler Park Drive, Dumfries, VA 22025

<https://belvoirhospital.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD DUMFRIES PHARMACY**

QAnywhere: Text **"Get in line"** TO 1-877-909-2513

Phone Number: (703) 441-7690

Hours of Operation: Mon – Fri: 0700-1900 Sat 0700-1300

Dunham Army Health Clinic

450 Gibner Road, Carlisle, PA 17013

<https://dunham.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD CARLISLE DUNHAM PHARMACY**

QAnywhere: Text **"Get in line"** 1-833-556-3564

Phone Number: (717) 245-3400 (Opt. 1 – 3)

Hours of Operation: Mon – Fri: 0730-1630; 3rd Thur: Closed

Fairfax Health Center

4375 Fair Lakes Court, Fairfax, VA 22030

<https://belvoirhospital.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD FAIRFAX PHARMACY**

QAnywhere: Text **"Get in line"** TO 1-877-909-2513

Phone Number: (571) 432-2790

Hours of Operation: Mon – Fri: 0700-1900 Sat: 0700-1400

Fort Belvoir Community Hospital

9300 DeWitt Loop, Fort Belvoir, VA 22060

<https://belvoirhospital.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD FT BELVOIR PHARMACY**

QAnywhere: Text **"Get in line"** to 1-877-909-2513

Outpatient Pharmacy Phone Number: (571) 231-3224 (2-2)

Hours of Operation: Mon – Fri: 0700-1900 Sat 0900-1700

Exchange Pharmacy Phone Number: (571) 231-3224 (2-4)

Hours of Operation: Mon – Fri: 0900-1800 Sat 0900-1700

Joint Base Anacostia–Bolling Clinic

238 Brookley Avenue, Washington, D.C. 20032-0101

<https://anacostiabolling.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD BOLLING PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-256-3624

Phone Number: (202) 404-7742

Hours of Operation: Mon – Fri: 0730-1630

Malcolm Grow Medical Clinics & Surgery Center

1060 W. Perimeter Road, Joint Base Andrews, MD 20762

<https://andrews.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD ANDREWS PHARMACY**

QAnywhere: Text **"Get in line"** to 1-855-797-8355

Main Pharmacy Phone Number: 1-888-222-1212 (1-2-3-2-2)

Hours of Operation: Mon – Fri: 0730-1700

Bx Pharmacy Phone Number: (240) 612-2549

Hours of Operation: Mon – Fri: 0900-1800

Kimbrough Ambulatory Care Center

2480 Llewellyn Ave., Fort George G. Meade, MD 20755

<https://kimbrough.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD FT MEADE PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-224-5456

Main Pharmacy Phone Number: (301) 677-8800 (Opt. 4 - 2)

Hours of Operation: Mon – Fri: 0730-1630; 3rd Thur: 0730-1200

PX Pharmacy Phone Number: (301) 677-8800 (Opt. 4 – 2)

Hours of Operation: Mon – Fri: 0800-1700; 3rd Thur: 0800-1200

Kirk Army Health Clinic

6455 Machine Street, Aberdeen Proving Ground, MD 21005

<https://kirk.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD ABERDEEN PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-224-5456

Phone Number: (410) 278-1936

Hours of Operation: Mon – Fri: 0730-1630; 3rd Thur: 1300-1630

Naval Health Clinic Annapolis

695 Kinkaid RD, Annapolis, MD 21402

<https://annapolis.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD ANNAPOLIS PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-429-5241

Email: USN.NHCA.PHARMACY@mail.mil

Main Pharmacy Phone Number: (410) 293-2406

Hours of Operation: Mon – Fri: 0730-1600

Earle Pharmacy Phone Number: (732) 866-2647

Hours of Operation: Mon – Fri: 0730-1600

Naval Health Clinic Patuxent River

22099 Cuddihy Rd. Building 2369, Patuxent River, MD 20670

<https://paxriver.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy Name: **DOD PAX RIVER PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-268-5768

Activate Meds by clicking "Activate Rx" on the NHCPR App, calling our main pharmacy line, or dropping hard copies in the Rx Drop Box

Pharmacy Phone Number: (301) 757-2605

Hours of Operation: Mon, Tues, Thu, Fri: 0800-1700; Wed: 0930-1700

Naval Branch Health Clinic Dahlgren

17457 Caffee Rd. Building 192, Dahlgren, VA 22448

<https://paxriver.tricare.mil/Clinics/Navy-Medicine-Readiness-and-Training-Unit-Dahlgren>

DoD ePrescribing Pharmacy Name: **DOD DAHLGREN PHARMACY**

Phone Activation #: (540) 653-3689

Phone Number: 540-653-3689

Hours of Operation: Mon – Thur: 0800-1600; closed 1200-1300

Fri.: 0800-1200

Naval Health Clinic Quantico

3259 Catlin Ave, Quantico, VA 22134

<https://quantico.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD QUANTICO PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-338-1690

Phone Number: (703) 784-1580 (Opt 3)

Hours of Operation: Mon – Thu: 0730-1700; Fri: 0730-1330

Drive Thru: Mon-Thu: 0800-1800; Fri: 0800-1200

Washington Navy Yard Branch Health Clinic

(Active Duty Only)

915 N Street S.E. Washington, D.C. 20374-5022

<https://quantico.tricare.mil/Clinics/Branch-Health-Clinic-Washington-Navy-Yard-WNY>

DoD ePrescribing Pharmacy name: **DOD QUANTICO PHARMACY**

Phone Number: (202) 433-6808

Hours of Operation: Mon – Thu: 0700-1530 Fri: 0700-1230

Walter Reed National Military Medical Center

8901 Wisconsin Avenue, Bethesda, MD

20889

<https://walterreed.tricare.mil/Health-Services/Pharmacy>

DoD ePrescribing Pharmacy name: **DOD WALTER REED PHARMACY**

QAnywhere: Text **"Get in line"** to 1-833-201-9306

Phone Activation #: (301) 295-2123

America Building Pharmacy Phone Number: (301) 295-2123

Hours of Operation: Mon – Fri: 0700-1800

Arrowhead Building Pharmacy Phone Number: (301) 295-2123

Hours of Operation: Mon – Fri: 0700-2000

NEX Pharmacy Phone Number: (301) 295-2123

Hours of Operation: Mon-Sat: 0900-1730

Drive-thru Pick Up: Phone Number: (301) 295-2123

Hours of Operation: Mon-Sat: 0900-1600

TRICARE Pharmacy Home Delivery

4600 North Hanley Road, St Louis MO 63134

DoD ePrescribing Pharmacy Name: **Express Scripts Home Delivery**

Pharmacy Phone: (877) 363-1303

Pharmacy NCPDP / NPI Number: 2623735

Audiocare REFILL Line

Phone: 1-800-377-1723