

19th Medical Group Pharmacy Services

Hours of operation: Normal hours of operation for the main pharmacy are 7:30 a.m. - 4:30 p.m., Monday-Friday. The pharmacy is closed on weekends, federal holidays, AMC Down Days, and one Wednesday per month for training.

New prescriptions: New prescriptions may be brought to the pharmacy between 7:30 a.m. and 4 p.m. The pharmacy accepts both military and civilian prescriptions for eligible beneficiaries. New prescriptions will be filled for any item on the pharmacy formulary. Copies of our formulary are available for both patients and prescribers on the internet at www.littlerock.af.mil/Units/19th-Medical-Group. Patients may bring a hard copy prescription with the prescriber's hand-written signature is required for new prescriptions, or the practitioner may transmit non-controlled substances using our Electronic Pharmacy (DOD Little Rock Ephcy). Controlled substance prescriptions must be hand-written and must contain an ink signature. Telephone, faxed prescriptions and renewal requests are not accepted. Drug information and patient education are available from the pharmacy staff upon request.

Refilled prescriptions: All refills are processed through the automated telephone refill system and may be picked up 7:30 a.m. - 4:30 p.m. Patients with touch-tone or rotary dial telephones may use this system by calling (501) 987-7457, or by calling the toll-free number, (877) 329-5762. Patients may request refills for non-controlled substances when they have taken 75 percent of their prescription. Refills will be kept for 10 duty days once phoned in. Patients with original prescriptions from other military pharmacies with refills remaining may bring the original container to the pharmacy to have the remaining refills transferred to this facility. Please allow three duty days to transfer prescriptions from other military pharmacies.

24-hour drop off: If an individual is unable to wait for their medication, he or she may fill out an envelope with appropriate information and drop off any hard copy or electronic prescription at the drop box located at the pharmacy check-in counter. The prescriptions will be ready for pick-up the following duty day after 12 p.m. This also applies for individuals seen here in the clinic. Prescriptions must be picked up within seven duty days from the date of drop off.

Quantity and Refill Limitations: Physicians may prescribe up to a 90-day supply of all maintenance medications with refills for up to one year, except for controlled substances. Controlled substances or narcotics may be filled for up to a 30-day supply with either no refills (C-II controlled substances) or up to five refills (C-III to C-V controlled substances) according on DEA regulation and State Law.

Picking up prescriptions: Anyone who is picking up a prescription for anyone other than himself or herself, except for their dependent children under 18 years of age, must be in possession of the patient's military ID card (or a photocopy of both the front and back of the ID). Parents or legal guardians must pick up prescriptions for their dependent children under 18 years of age. If the child has a different last name and sponsor's social security number than the parent picking up the prescription, the child's military ID card is very helpful to validate eligibility.

Options other than the base pharmacy: If your medication is not available at the base pharmacy, you have the following options to obtain the medication that you need:

-- Please ask if we have a similar medication to the one prescribed by your provider. If we do, you may contact your provider. They may call the pharmacy to authorize us to make a change to the original prescription. We must have the original on hand to make the change.

-- Your medication may be available through the TRICARE Mail Order Pharmacy Program (TMOP). Active duty patients may obtain prescriptions from TMOP at no cost. There is a \$20 co-pay for each name-brand, preferred medication and no co-pay for each generic medication for up to a 90-day supply as written by your provider. Non-preferred, name-brand medications cost \$49 for up to a 90-day supply.

-- If you need a medication for an acute illness (antibiotics, pain medications, etc.) you may choose to use a TRICARE Network Pharmacy. Co-pays at a network pharmacy are currently \$24 for name-brand medications and \$10 for generic medications for up to a 30-day supply as written by your provider. There is no co-pay for active duty members. Certain brand name maintenance medications and most generic medications are also available at Network pharmacies in the local area (i.e. Wal-Mart). Co-pays range from \$10 to \$50 for 30-day supplies, and copays are subject to TRICARE restrictions.

The TMOP and Network pharmacy benefit is available to Medicare-eligible retirees and their family members. The TMOP formulary contains most FDA approved oral and topical prescription medications.

Several classes of medications are excluded from the TRICARE pharmacy benefit such as drugs for weight control, smoking cessation, vaccines, some over-the-counter medicines, etc. A searchable DoD formulary is available on the Internet at <https://www.express-scripts.com/static/formularySearch/>. Information packets on the TMOP are available through the TRICARE Service Center.

Patients with private insurance that pays for medications may not use the TMOP or network pharmacy benefit. If you use the base pharmacy and have health insurance other than TRICARE or Medicare, please inform the Medical Treatment Facility staff.

For more information, call (501) 987-7446.

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