

**** ONLINE REFILLS ARE BACK! ****

The Military Health System had added an online prescription refill capability to the MHS Genesis Patient Portal. This option replaces the old TRICARE Online refill system that was available before January 2023.

Go to <https://my.mhsgenesis.health.mil> to reach the MHS Genesis Patient Portal.

While you can access the Portal with a CAC card (primarily for active-duty patients), other patients will need to use a DS Logon which is a type of government account used to reach other secure websites such as milConnect, eBenefits, etc. If you do not have a DS Logon, make sure you read the information on the page and use the Create New Account button.

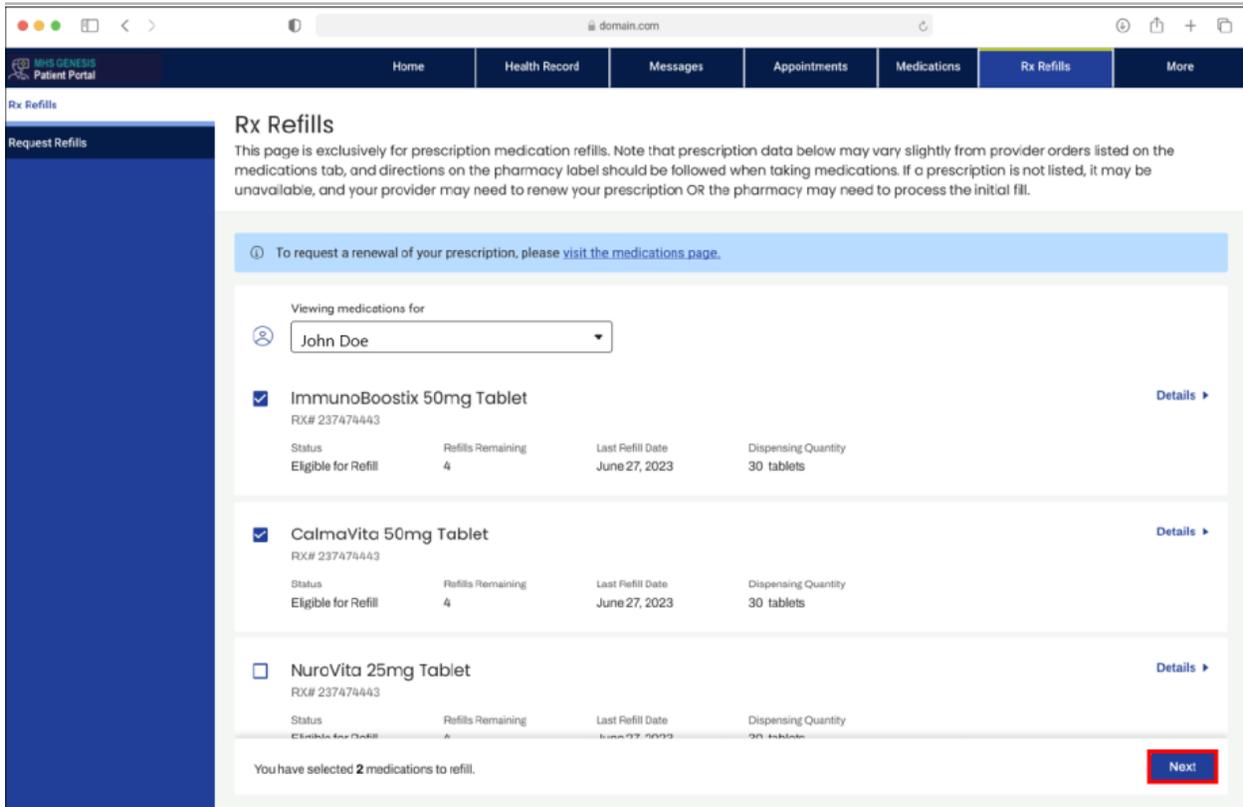
The screenshot displays the login interface for the MHS Genesis Patient Portal. At the top, there are three tabs: "DS Logon" (which is selected and underlined), "CAC", and "PIV". Below the tabs, there are two input fields: "Username" and "Current Password". The "Current Password" field includes an eye icon for toggling visibility. A "Login" button is positioned below the password field. Underneath the login button, there are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the form, the text "You can also:" is followed by four blue buttons: "Create New Account", "Activate Account", "Manage Account", and "Need Support?".

Once your logon is authenticated, you will be taken to the MHS Genesis Patient Portal. Unless you are enrolled to a primary care manager at a military treatment facility, most of the other content on the portal will not be useful to you.

Though the Medications tab will show your medications in your MHS Genesis pharmacy profile, to refill prescriptions you'll need to select the **Rx Refills** tab, shown highlighted below. Note that this menu may appear in a different orientation on a smartphone.



Within the Rx Refills tab, you'll see your active prescriptions. Note that if you control an account for another patient such as a child, you can select the patient name drop-down to switch patient profiles.



For each medication you'll see the Rx number, status, refills remaining, last refill date, and quantity. Note that if a prescription has a status of In Process, On Hold, Too Early to Refill, or Pending Patient Pick Up, it cannot be processed for refill.

Note that you can also view the details of a prescription, including the instructions and prescription expiration date, by clicking the Details shortcut. The prescription cannot be processed or picked up on or after the expiration date.

When you've clicked the boxes for each prescription you need refilled, select the Next button (highlighted above).

The screenshot shows the 'Confirm Pharmacy' page in the MHS Genesis Patient Portal. The page is titled 'Confirm Pharmacy' and has a 'Back' button. Under 'Medications Requested', there are two items: '1. ImmunoBoostix 50mg oral tablet' and '2. Calmavia 50mg oral tablet'. The 'Last Pick Up Location' is 'Fort Belvoir Community Hospital, 9300 DeWitt Loop, Fort Belvoir, VA 22060-0900'. The 'Ready By' date is 'Tuesday August 24, 2023 at 10:30 AM'. There is a 'Details' link next to the location. At the bottom, there is a 'Cancel' button and a 'Submit' button, which is highlighted with a red box.

Next, you'll need to confirm the pharmacy (above). The location will default to the last site at which you picked up your prescriptions. Make sure that the pickup location is the **Naval Branch Health Clinic Groton Pharmacy**. You can select any military pharmacy, which makes this system easy to use if you winter near another military pharmacy; however, always make sure you ensure the pharmacy location is accurate so your refills are not waiting for you down in Florida. If you make a mistake, contact the pharmacy immediately. When you've verified the pharmacy location, click the Submit button (highlighted above).

The time and date after which you may pick up your refill will be displayed along with any messages from the site. That's all there is to it. Please make sure you pick up your refills within ten business days.

You may see within the Rx Refills and Medication tabs that there are options to request renewals of your medications from your prescriber. Please note that this functionality is only available for prescriptions written by prescribers at the military facility. If you see, or have a prescription written by, a prescriber outside of the military facility, you will need to contact them directly or through their healthcare portal such as myChart. The MHS Genesis Portal does not link to external prescribers/facilities.