

## **MHS GENESIS Patient Portal Makes Refilling Prescriptions Easier**

Do you get prescriptions at a military pharmacy? If you need to request a refill or a renewal for your prescription, the [MHS GENESIS Patient Portal](#) makes it easy.

The Defense Health Agency launched the refills feature in late February, and it's already popular with beneficiaries.

"Since March, the Military Health System has processed an average of 136,000 refills requested through the MHS GENESIS Patient Portal," said U.S. Air Force Maj. Ben Beidel, a pharmacist with DHA's Pharmacy Operations Division.

Here's how the MHS GENESIS Patient Portal can help you manage your prescriptions.

### **How to request a refill**

To refill your prescriptions:

1. Log in to the [MHS GENESIS Patient Portal](#).
2. Click on the "Rx Refills" tab at the top menu bar of the homepage. You can see all your prescriptions that are ready for refill in one place.
3. Choose which prescriptions you want to refill.
4. Pick where you want to get your refills.
5. See when your refills will be ready.

### **When can you refill?**

You can refill a prescription when you've used 75% of your last fill. The Patient Portal will show you which prescriptions are ready for refill.

### **What about renewals?**

Renewals are different from refills. You can ask your provider to renew your prescription if:

- Your prescription has expired or has no refills left.
- You still need the medication.

To renew a prescription, you can send a [secure message](#) to your military health care team through your [MHS GENESIS Patient Portal](#). You may also need to talk to your provider before you can renew your prescription.

Do you get your prescription from a civilian provider? As noted in the [TRICARE Pharmacy Overview Fact Sheet](#), military pharmacies can accept prescriptions from most civilian providers. This means that after your provider sends a new or renewed prescription to a military pharmacy, you can request refills through the MHS GENESIS Patient Portal.

### **Where to find more information**

Do you have questions about using the refill feature? Check out [MHS GENESIS Prescription Refills](#) for more information and FAQs.

The refill feature is just one of many MHS GENESIS Patient Portal tools designed to make it easier for you to manage your health care. To learn more about these tools, go to [tricare.mil/patientportal](https://tricare.mil/patientportal).