

USAFA Pharmacy Frequently Asked Questions

Q1: What is Q-Anywhere?

A1. It's a remote queuing system for REFILLS OR NEW electronic prescriptions (sent within the last 10 days) that allows you to virtually "get in line" at the pharmacy without being present. You can use this service from anywhere (e.g., home, store, etc.).

Q2: Can I request refills using Q-Anywhere?

A2. Yes. The QR Code has a free text space option to allow members to enter specific drug(s). If using the texting option, this function is not readily available. A pharmacy staff member will message you for more details.

Q3: What is the difference between Refills and Renewals? Aren't they the same?

A3a. Refills: If you're eligible for a medication refill and your current supply is low — you're able to order a new supply of your medication without having to go through your prescriber. (e.g., your prescription label still has refills)

A3b. Renewals: When refills for your maintenance prescriptions have run out, you'll need to get a prescription renewal. This is, in essence, a new prescription for the same medication. (e.g., your prescription label has "0" refills)

Q4: Can I use Q-Anywhere to request prescriptions for multiple members of the family?

A4. Yes, after entering the first DOD ID number and getting the confirmation the patient has been added, enter the next DOD ID number. Up to four (4) patients can be added. A pharmacy staff member will confirm your request(s) has/have been entered correctly.

Q5: How can I activate my prescriptions if I can't use a cell phone or do not have one?

A5. Q-Anywhere is just one option for activating Refills and New prescriptions. You can still activate these request(s) by visiting the pharmacy in person or through the MHS Genesis Patient Portal. There are other options such as the TRICARE Home Delivery, please keep in mind, this service comes with higher co-payments.

For more details on TRICARE co-payments, visit: [Changes to your TRICARE prescription drug copayments in 2024 | TRICARE Pharmacy Program | Express Scripts \(express-scripts.com\)](#)