

USEFUL NUMBERS

Appointment Line: 301-677-8800

AudioCare Refill line: 800-377-1723

DS Logon Support: 800-368-3665 /
800-538-9552

MHS GENESIS

Patient Portal Support: 800-600-9332



Mobile Prescription Activation:

Text 'get in line' to 833-224-5456 or
Scan QR code

Nurse Advice Line: 800-874-2273, opt. 1

Prescription Activation: 301-677-8800, opt. 4

WEBSITE LINKS

Kimbrough Page:

<https://kimbrough.tricare.mil>

MHS GENESIS Patient Portal:

<my.mhsgenesis.health.mil>



MHS GENESIS Resources on

Kimbrough:

<https://kimbrough.tricare.mil/MHSGENESIS-Resources>

TRICARE Urgent Care Center Search:

www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main

Doctor on Demand: doctorondemand.com

Telemetrynd: <https://www.telemetrynd.com>



Information Guide



IMPORTANT DATES

March 23: Ability to request prescription refills through TRICARE Online and AudioCare refill line turns off.

March 23-25: Call 301-677-8800, opt. 4 for urgent prescription refill requests.

March 23: Ability to send secure messages to health care team through TOL turns off.

March 25: Kimbrough launches MHS GENESIS

March 25: Can send secure messages to health care team through MHS GENESIS Patient Portal. Can request prescription refills via AudioCare at 800-377-1723 after 10 AM.

LIST OF PARTNER SITES USING DS LOGON INCLUDES:

ARBA Case Tracking System (ACTS)

Army TAP Portal

Consolidated ID Card Office Online (C-IDCO)

eBenefits

Integrated Personnel Pay System-Army (IPPS-A)

milConnect

MHS GENESIS Patient Portal

TRICARE Online

U.S. Department of Veterans Affairs- va.gov

ELECTRONIC PRESCRIPTION PHARMACY INFORMATION FOR PROVIDER

eRx Zip Code:

20755

DoD Electronic Prescribing Pharmacy Name

(**must have DoD in front of name**)

Dod FT MEADE ePhcy

Pharmacy NCPDP / NPI Number

2138471 / 1437563871

PDMP Records - Select as "state"

Military Health System

What is MHS GENESIS?

MHS GENESIS is a new electronic health record for the Military Health System (MHS) that launches across all National Capital Region MTFs March 25.

MHS GENESIS will aid faster and better management of chronic, complex, and time-sensitive health issues. Referrals, treatment plans and care coordination between military, the VA and community providers will be faster and better.

MHS GENESIS provides a Patient Portal that replaces the TRICARE Online Patient Portal. Patients can access the MHS GENESIS Patient Portal by visiting my.mhsgenesis.health.mil/. If you do not have a CAC nor have a DS Logon already created, you will need to create a DS Logon in order to have access to your health record and other capabilities the MHS GENESIS Patient Portal offers.

Steps to Prepare for MHS GENESIS

1) Update information in DEERS

Ensure all information is correct. This step is necessary especially if you need to create a DS Logon. Information you enter to create the DS Logon must match the information in DEERS.

2) Create a DS Logon Account

The DS Logon Account allows users to access the MHS GENESIS Patient Portal from nonCAC-enabled devices. If you have a DS Logon from another partner site (i.e., TOL, ebenefits, va.gov, milconnect), your username & password should work on the MHS GENESIS Patient Portal site.

When creating a DS Logon, you will need to verify your identity using one of three methods that are randomly selected by the system.

The three methods are: Type select digits of a credit card or loan and pass a knowledge-based quiz, Upload documents, pass a knowledge-based quiz and document upload. ****See Activation Guide****

The data, your identity documents, and information you provide are not used in data mining or for any other purpose except identity verification.

If your credit report is frozen, you will need to temporarily unfreeze your credit report to remote proof. You will need to agree to a soft-inquiry on your credit report. A soft-inquiry does not impact your credit score.

For help with DS Logon call: 800-368-3665 or 800-538-9552.

3) Make Routine Appointments Early

During the transition to the new electronic health record, you can expect extended time with your provider, reduced appointment availability, and extended wait times between checking in and seeing your provider.

The ability to request appointments via TOL was turned off March 17.

During the transition, other options to address your medical needs include:

- Call Nurse Advice Line: 800-874-2273, option 1
- Visit a TRICARE network urgent care center by visiting www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main
- Access virtual urgent care through Doctor on Demand or Telemynd.

4) Print any Medical Referrals

If you receive a referral now and it is valid past March 25, keep a hard copy of your referral.

5) Request Prescription Refills

You can expect to see a temporary increase in pharmacy wait times during and immediately after MHS GENESIS goes live. If your prescription is scheduled to run out in March or April, consider requesting it early. You may request an early refill of non-controlled medications when you have used 50% or more of your current supply.

The ability to request refills via TOL and the AudioCare refill line (800-377-1723) will turn off March 23. Please call 301-677-8800, opt 4 for urgent refill requests between March 23-25.

You may request refills via the AudioCare refill line after 10 AM March 25.

As of 1 JAN: Please ask your provider to send your prescription electronically to our pharmacy and remember to activate your prescription before you arrive and allow some time for your request to be filled.

To reduce wait time, you can activate your new or renewal prescription with mobile prescription activation before you arrive at the Main pharmacy. To activate text 'get in line' to 1-833-224-5456. Prescriptions entered by a provider into the system within the last seven days from the date of request are eligible for mobile activation. Prescriptions older than seven days will need to be activated by calling 301-677-8800, option 4.

To speed up your time spent on picking up prescriptions, we encourage the use of our ScriptCenter locations, which also allow for after hours pick up. **Enrollment is required at the ScriptCenter prior to first pick up.**

Note: Main Pharmacy ScriptCenter is for New and renewal prescriptions. PX Pharmacy ScriptCenter is for refills only.