

IMPORTANT NOTES:

1. Activation options are **ONLY** available during normal duty hours:
Monday to Friday, 7:30am to 4:30pm
Not available on weekends, Federal Holidays, and Training Day mornings (Wednesdays 7:30am-9:15am)

2. Please provide up to 4 hours* for processing. You will get a text once ready. There will be a text or call reminder daily on Days 3 to 9 until you pick up. These reminders will stop on the day you pick up.

♦ Requests submitted after 1500, will be ready the next duty day after 1000.

3. Our team is **ONLY** able to activate prescriptions sent within 14 days of your request.

4. Use Scan or text options if you are leaving the MDG after your appointment, and plan to come back later.

♦ We hold your prescription for 10 calendar days.

5. Use in-person option if you are wanting to wait for your prescription. Please check -in at the kiosk to get a ticket number. The kiosk will **NOT** print a ticket. Please remember your ticket number.

*subject to change

FOR REFILLS:

(Please give us up to 3 business days.)

There are 2 options available for Prescriptions Refills as follows:

1. Use Medications Tab in MHS GENESIS Patient Portal
or
2. Call our Automated Refill Line:
530-424-2470



NOTE: We no longer utilize the USAF Beale Pharmacy Messaging in MHS GENESIS Patient Portal

July 2025

Beale Air Force Base Pharmacy



Options for Prescription Activation

①

SCAN



OR

②

TEXT

**“Get In Line” to
1-877-834-0036**

OR

③

In-Person

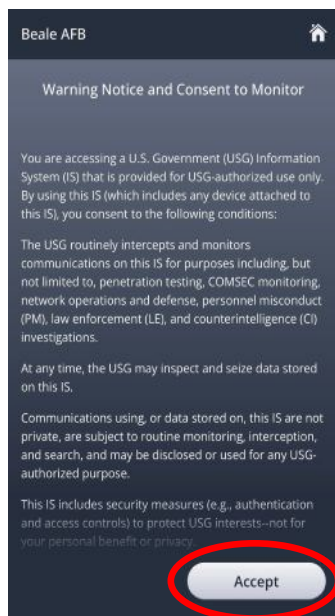
(if cannot use cell phone or do not have one)

Check-in at the Pharmacy kiosk

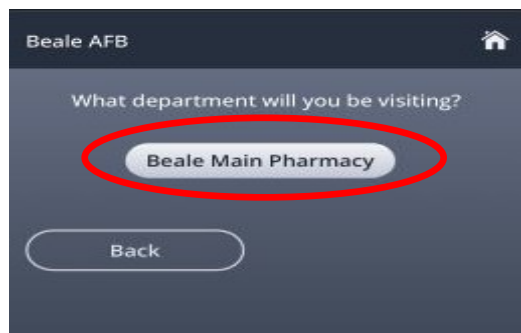
Steps to Complete QR Code/Text Method

1. Scan QR Code located on the front of pamphlet. You will be directed to a secure link: <https://cxmlink.com/DHAMTF5622>.

2. The following U.S. Government Screen will display. Read through the Consent to Monitor. Click on "Accept."

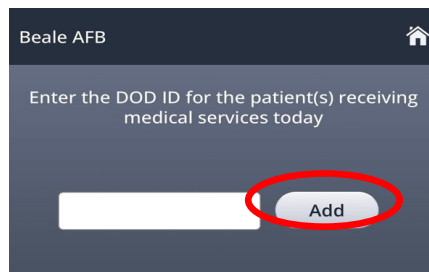


3. Click on "Beale Main Pharmacy"

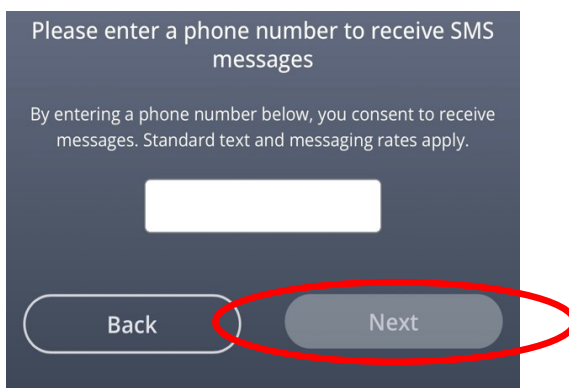


Steps to Complete QR Code/Text Method

4. On this screen below, enter the **Patient's DOD ID #** the prescription activation request is for. (DOD ID # is located on the back of your Common Access Card or Beneficiary ID Card).



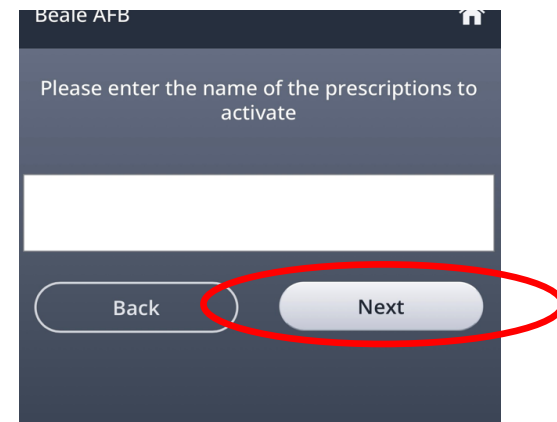
5. Enter your phone number and click "Next."



Please ensure this number can receive text messages.

6. On the next screen, enter all the medications you would like to activate and then click "Next."

Steps to Complete QR Code/Text Method



NOTE: Limited to 100 characters

- ◆ Example: Allegra & Flonase and Prescriptions sent from Dr. Jones Office

7. You will receive a confirmation text message. Further communication can occur via text message.

