

Q1: What is Q-Anywhere?

A1. It's a remote queuing system for NEW electronic prescriptions 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: Where can I find my my DoD ID number?

A2: This number is located on the back of your Common Access Card or Beneficiary ID Card.

Q3: Can I use Q-Anywhere to request prescriptions for multiple members of the family?

A3. 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. Remember to keep your browser tab open to enable real-time communication with the pharmacy.

Q4: What if I do not know the name of the drug my provider prescribed?

A4: When prompted to "Enter the name of the prescriptions to activate," you can enter any of the following: (1) the date your medications were sent to pharmacy, (2) the provider who prescribed them and/or (3) what the drug is for (e.g., antibiotic).

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 New prescriptions.

(1) You can still activate new or renewal prescription request(s) by visiting the pharmacy in person.

Q6: How long do I have to pick up my medications?

A6: It is recommended that you pick up your medications within the turnaround time provided at activation. If not picked up within 10 calendar days from the order date, the medications will be returned to stock, and you will need to restart the activation process.