

## ***Tired of Waiting in Line for Refills?***

Sign up for

# **ScriptCenter®**

## **What is ScriptCenter®?**

ScriptCenter® is a **24/7 access** automated locker that provides convenient and secure pick-up for refills (**non-controlled and non-refrigerated**).

## **How to use ScriptCenter®?**

To begin using ScriptCenter, you must complete a one-time enrollment at the ScriptCenter® locker using a current prescription number.

Once registered, you can skip the window and pick-up your refills at the locker.

**Location:** BX Mini Mall across from Domino's (near Teen Center)



## **How to Call Refills into ScriptCenter®**

1. Call the refill number located on your prescription bottle:  
(707) 943-8565
2. Select Option #2 (ScriptCenter®), then follow the prompts



## **LET US KNOW HOW WE'RE DOING!**

- POINT YOUR SMARTPHONE CAMERA AT THE BARCODE ABOVE
- TAP ON THE POP UP AND FOLLOW THROUGH TO WEBSITE

**OR**

**VISIT THE ICE WEBSITE:**

**<https://ice.disa.mil/>**

Updated 1 July 2025

# **Travis AFB Pharmacy Procedures**



**Hours of Operation:  
Monday-Friday  
0800-1700**

**Prescription Refill Line: (707) 943-8565  
Appointment Line: (707) 423-3000  
Prescription Questions (not for  
Activations): 707-423-7657**



## ACTIVATION REQUIRED FOR NEW OR RENEWED PRESCRIPTIONS!

### PREFERRED



### ONLINE ACTIVATION

Scan the QR code with your phone camera and follow the prompts. You may now check-in for yourself and your family member(s) all at once!

<https://cxmlink.com/DHAMTF2132>

### OR

### TEXT MESSAGE ACTIVATION

Text "Get in Line" to (855) 803-4450



### OR

### KIOSK ACTIVATION



Select "New Prescription" & come back within the time directed on the screen. Select "Question" for any questions or concerns, then remain seated until your ticket is called.

Kiosks can be found at *Internal Medicine, Family Medicine, Warrior/Flight Medicine, Pediatrics, Lab, and the BX Pharmacy*

### PRESCRIPTION NOTIFICATIONS

Sign up for notifications at any Pharmacy window. Patients will receive a text or call when prescriptions are ready!

## How to Refill your Medications

**\*Must have prescription number\***

- Call the Refill Line: **(707) 943-8565**
  - Option 1, Window Pickup
  - Option 2, 24/7 ScriptCenter Pickup
- The automated system will prompt you to enter your 8 digit date of birth and the entire prescription number associated with the medication that needs to be refilled.
- Refills will be ready for pick-up in 4 duty days following the day that it was called in.  
\*\*Exception: Some medications need to be special ordered and can take up to 7 duty days\*\*
- Medications cannot be refilled at the Pharmacy window, they must be called in or requested through the MHS GENESIS Portal beforehand.
- TRICARE will allow refills to be called in when you have used at least 75% of the prescription based on the day supply that was prescribed for non-controlled medications only.



### Information for your off-base provider:

DoD ePrescribing Pharmacy Name:  
DOD TRAVIS PHARMACY  
Pharmacy NCPDP: 5651559  
Pharmacy NPI: 1043622681

## Pharmacy Process

**Patient Requests a New Medication  
or  
Renewal From Their Provider**



**Provider Sends Prescription Over to  
Pharmacy**



**Patient Activates Medication Via  
Text Message, Weblink or Kiosk**



**Pharmacy Processes Medications**

**New prescriptions will be ready after  
48 hours with the exception of urgent  
medications. Urgent medication will be  
ready in 3 hours after Pharmacy reply.**



Urgent medications include  
antibiotics, new pain  
prescriptions, and new mental  
health medications.

**Patients Pick-up Their  
Medications at  
Pharmacy**