



EXPRESS SCRIPTS



FEDERAL PHARMACY SERVICES

Frequently Asked Questions:

Important Change Affecting TRICARE® Beneficiaries Taking Select Maintenance Drugs

What are the changes to the TRICARE Pharmacy Program?

Starting October 1, 2015, most TRICARE beneficiaries filling select maintenance drugs at a network pharmacy must switch those medications to TRICARE Pharmacy Home Delivery or a military pharmacy.

Who does this change affect?

TRICARE beneficiaries living in the United States who fill select maintenance drugs at a network pharmacy.

I am Active Duty. Does this change affect me?

No. This change does not affect Active Duty Service Members.

I live outside of the United States. Does this change affect me?

No.

How do I find out if my medication is affected by this program?

If you have a prescription for a drug affected by the change, you'll get a letter from Express Scripts in September 2015. Make sure your address is correct in DEERS (www.tricare.mil/deers) so you don't miss getting important communications from TRICARE. If you have questions, you can call Express Scripts at 1-877-882-3335.

Where can I find a list of affected drugs?

Beneficiaries can check www.Health.mil/SelectDrugList or call Express Scripts at 1-877-363-1303.

What is a maintenance drug?

Maintenance drugs are those you take on a regular basis for chronic, long-term conditions, such as high blood pressure. This does not include drugs to treat acute conditions taken for a short time, such as antibiotics or pain medications.

What is a network pharmacy?

A TRICARE network pharmacy is a civilian retail pharmacy that participates in the TRICARE pharmacy network. Learn more at www.tricare.mil/networkpharmacy



EXPRESS SCRIPTS

FEDERAL PHARMACY SERVICES

Why is TRICARE Pharmacy Home Delivery or a military pharmacy preferred over a network pharmacy?

Home Delivery and military pharmacies are the least expensive options for both you and the government. Using these options instead of a network pharmacy supports the DoD's efforts to control rising healthcare costs.

Can I continue to use my local network pharmacy for non-maintenance drugs after October 1, 2015?

Yes. This change only affects select maintenance drugs. You may continue to fill antibiotics or other drugs for an acute condition, at a network pharmacy.

What happens if I continue to use a network pharmacy for maintenance drugs after October 1, 2015?

Starting October 1, 2015, if you don't switch your prescription to Home Delivery or a military pharmacy, you'll get a letter from Express Scripts reminding you of this change. If you continue filling your maintenance drug at a network pharmacy, you'll have to pay 100% of the cost.

I have Other Health Insurance (OHI) with a prescription benefit. Can I continue using a network pharmacy?

Yes. If you have OHI with a prescription benefit, you can continue using a network pharmacy. If you have Medicare, then you must have Part-D to qualify. To learn more about OHI, visit www.tricare.mil/Plans/OHI

How do I move my prescription to Home Delivery?

Getting started is easy. You have several options:

Phone:	Call the Express Scripts Member Choice Center at 1-877-882-3335. <ul style="list-style-type: none">• Have your prescription bottles handy• A Patient Care Advocate will help you switch your prescriptions to Home Delivery.
Online:	Login to your online account at www.express-scripts.com/TRICARE <ul style="list-style-type: none">• Look for the "Transfer to home delivery" section on your home page.• Those prescriptions that are affected by this program will be noted as "Home Delivery Rx Plan Rules"
Mail:	Mail your 90-day prescription along with a completed Home Delivery order form to Express Scripts at the address listed on the form. To download the form: <ul style="list-style-type: none">• Log in to your account at www.express-scripts.com/TRICARE• Click on "Health & Benefits Information,"• Click on the "Print Forms" page and download the form.• Follow the instructions on the form carefully.
E-Prescribe:	Ask your doctor to send your prescription electronically to Express Scripts. <ul style="list-style-type: none">• Tell your doctor to select "Express Scripts Mail Pharmacy" in the e-prescribe system.• Make sure Express Scripts has your updated address information.• Your doctor may also fax the prescription to 1-877-895-1900.



EXPRESS SCRIPTS

FEDERAL PHARMACY SERVICES

How do I move my prescription to a military pharmacy?

Call your local military pharmacy to see if they carry your prescription. You can locate a military pharmacy at www.tricare.mil/mtf. If the pharmacy carries your prescription, call the Express Scripts Member Choice Center at 1-877-882-3335 and a Patient Care Advocate can help you transfer your prescription. You can also ask your health care provider to look for your local military pharmacy in the list of possible pharmacies that accept electronic prescriptions.

Can I get a waiver from the requirement to move my maintenance drugs to Home Delivery or a military pharmacy?

You may be able to get a waiver due to personal need, hardship, emergency or other special circumstances, such as living in a nursing home. You can call Express Scripts at 1-877-363-1303 to request a waiver. Waivers will be granted on a case-by-case basis. If you have Other Health Insurance (OHI) with a prescription benefit, you may continue using a network pharmacy.

My family member/caregiver handles my prescriptions. Can he/she contact Express Scripts and transfer my maintenance drugs?

Yes. To protect your privacy, the person calling on your behalf must provide the sponsor's ID number, your name, date of birth, address, and telephone number. He or she should also have all of your medication bottles handy to discuss your specific drugs with customer service. Express Scripts will only be able to talk to your family member/caregiver about medications that you ask about by name, unless you establish power of attorney.

Why do I have to move my select maintenance medications from a network pharmacy to Home Delivery or a military pharmacy?

This change is a requirement in the 2015 National Defense Authorization Act (NDAA). The NDAA is a federal law outlining the budget and expenditures of the U.S. Department of Defense (DoD). The NDAA also includes other provisions. The 2015 NDAA includes the provision mandating this important change.

What if I have additional questions about Home Delivery?

Call Express Scripts at 1-877-363-1303 or visit us online at www.express-scripts.com/TRICARE