



EXPRESS SCRIPTS



FEDERAL PHARMACY SERVICES

Stay on Top of Your Pharmacy Benefit with Electronic EOBs

As a TRICARE® beneficiary, it is easier than ever to stay on top of your pharmacy benefit and your prescription activity. By regularly reviewing your pharmacy Explanation of Benefits (EOB) statements, you'll always be sure to have the latest history of your pharmacy benefit use. Your EOB statements can help keep you organized and, more importantly, are a great line of defense against fraud.

In today's busy world, it may be hard to find the time to stay on top of all your pharmacy benefit information. Fortunately, Express Scripts, the administrator of your TRICARE pharmacy benefit, makes it easy to view your EOB statements online with just a few clicks of the mouse.

What is my TRICARE® pharmacy EOB statement?

Your EOB is a summary of your prescription activity, including claims history. An EOB will be available to you online anytime there has been pharmacy claims activity during the previous month(s). The EOB includes your prescriptions filled at military pharmacies, retail pharmacies, and TRICARE Pharmacy Home Delivery. Whenever you use your TRICARE pharmacy benefit, your activity will appear on your next EOB statement.

How can I view my EOB statements?

Your monthly EOB statements are available online at www.express-scripts.com/TRICARE. Log in to your account to view your statements. (If you haven't yet registered to access your account online, signing up is easy. Just follow the instructions on the website.) You can access your statements online 24 hours a day, seven days a week. If you are registered online, Express Scripts will send you a notification when your electronic EOBs are ready to be reviewed.

Why should I view my statements online?

Your EOB statements are always provided online. Viewing your statements online instead of receiving a paper statement in the mail helps save almost 50,000 pounds of paper each month. Plus, it is your quickest way to view your most recent EOB statement. Viewing your statements online is fast, convenient, and secure. You will receive your EOB online sooner than a paper statement can be mailed to you.

Electronic EOBs also provide greater security by reducing the risks of mail fraud and identity theft. Since your online account is password protected, only you can access your information.





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Can I receive paper EOB statements in the mail?

Yes. By default, all EOBs are made available online. But if you'd like to receive paper EOBs through U.S. mail, or if Express Scripts does not have a valid email address for you, they can be mailed to you. **Note: While electronic EOBs are generated monthly, paper EOBs will be mailed to you quarterly.**

To request to receive your EOB statements through the mail and/or to change how you receive your EOB statements in the future, simply log in to your online account at www.express-scripts.com/TRICARE and update your preference under My Account > Select Communication Preferences or contact Express Scripts at 1-877-363-1303.

Why is it important to regularly review my EOB statements?

Your EOB is one of your first lines of defense against health care fraud. You should read your EOB statements carefully, making sure that you recognize all activity that appears on your statement and that your prescription claims activity looks correct.

You are an important partner in the ongoing fight against fraud and abuse, and your most effective tool is your EOB. Since an EOB is a tangible statement of services and medications received, it is the easiest way to ensure your claims are accurate.

By "going green" and receiving your EOBs online, you help reduce costs and paper waste, and you'll also have instant access once your TRICARE pharmacy EOBs are ready. It's a win-win for you and the Department of Defense.

