



Your Specialty Medication Handbook

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Welcome

Your care and well-being are very important, and we want to help you manage your condition. Because you're taking a specialty medication and you're enrolled in TRICARE Pharmacy Home Delivery, you get additional benefits from the Specialty Medication Care Management program. Please see page 4 for more details.

We're here to help. If you have questions or concerns, you can call 877.363.1303 at any time to speak with a patient care advocate. If you are hearing impaired, please call the toll-free TTY line: 877.540.6261.



You can count on special care

Specialty medications present special challenges

Specialty medications are usually high cost, self-administered, injectable or oral medications that treat serious, chronic conditions (for example, cancer, multiple sclerosis, rheumatoid arthritis, hepatitis C and others). These drugs typically require special storage and handling, and aren't readily available at your local pharmacy. Specialty medications may also have side effects that require monitoring by a nurse or a pharmacist.

Get support from the specialty care management program

You'll receive continuous health evaluation, ongoing monitoring, assessment of educational needs and medication management. These services are available at no cost to you.

As a participating patient taking specialty medication, you'll receive:

- Access to nurses and pharmacists, and social workers specializing in complex disease states
- Specialty patient care advocates to answer questions and process medication requests
- Scheduled medication deliveries to your specific location
- Refill reminder calls to help you stay adherent
- Nurses will contact your physician to discuss any side effects and/or changes in condition as reported by you (the patient) during scheduled phone calls
- Specialty consultations with a nurse or pharmacist at any point during your therapy

Express Scripts also offers the following services to beneficiaries with certain chronic diseases (such as multiple sclerosis, rheumatoid arthritis, hepatitis C and psoriasis):

- Nurse outreach with scheduled phone assessments
- Proactive, structured clinical assessments
- Comprehensive patient education for disease and drug therapy
- Help to achieve the best drug utilization and adherence

These services deliver better health outcomes through continuous clinical evaluation, ongoing health monitoring, assessment of educational needs and medication management.



TRICARE's free specialty medication care management program complements your doctor's care and includes special services to help you manage your condition.

Your peace of mind is important

How to order refills

Refills can be ordered easily online, by phone or by mail. Home Delivery of your specialty medications also provides you with convenient notifications about your order status, refill reminders and assistance in renewing expired prescriptions.

Note: Some specialty medications may not be available through TRICARE Pharmacy Home Delivery because the medication's manufacturer limits the drug's distribution to specific pharmacies. If you submit a prescription for a limited-distribution medication, TRICARE Pharmacy Home Delivery will either forward your prescription to a pharmacy of your choice or provide you with instructions about where to send the prescription to have it filled. Visit [Express-Scripts.com/TricareFormulary](https://www.express-scripts.com/TricareFormulary) to see if your specialty medication is available through Home Delivery.



Log in to
[Express-Scripts.com/TRICARE](https://www.express-scripts.com/TRICARE)



Call 877.363.1303
(TTY 877.540.6261)



PO Box 52150
Phoenix, AZ 85072-9954

For your safety and privacy, your order will be shipped in tamper-resistant, weather-resistant, unmarked packaging. A patient care advocate will call you to schedule delivery of your medication, which usually arrives at your U.S. postal address in about two days. To be sure you receive a refill before your current supply runs out, reorder at least two weeks before you need your refill.

Receiving a delivery of your specialty medication

Check each delivery to make sure:

- The receipt matches what is actually in the box
- The contents are in good condition; check for signs of possible hidden damage such as holes, dents, leaks or water marks
- All of the medication has a prescription label with your name and instructions for use

Returned goods policy

You're not allowed to return your medication once you've received it, per State Board of Pharmacy Regulations. As a result, no credit can be issued for any unused or excess products. If your medication or supplies are defective, contact Express Scripts and a patient care advocate will arrange a return and reship of medication.

How long does it take to receive my medication?

A patient care advocate will call you once we have the necessary information to fill your specialty prescription. At that time, we will schedule your medication to be delivered on or before the date that you need it. You can always visit us online to check your order status at [Express-Scripts.com/TRICARE](https://www.express-scripts.com/TRICARE). Simply register online and click on "Manage Prescriptions > Check Order Status."

What if I need to refill my prescription before my plan allows because I lost my medication or I am going on vacation?

If you need to refill your prescription early, call us at 877.363.1303. We'll explain your options.

Payment policy

You can keep a credit card on file for all mail order prescriptions including specialty. If there is no credit card on file, you'll receive an invoice with your medication shipment and you can mail in your payment.

When to contact TRICARE Pharmacy Home Delivery

Please call a patient care advocate at 877.363.1303 if any of the following occur:

- You suspect a reaction to your medication or develop a new allergy
- Any of your medications change or are discontinued
- You have been hospitalized or a hospitalization is planned
- Your address or phone number changes or you lose phone service
- You are unavailable to receive your shipment
- Your payment source changes
- You have questions or concerns, especially if you have any safety or quality concerns regarding our services

Express Scripts pharmacy emergency information

In the event of a disaster in your area, please call the number printed on your prescription label to tell us where to deliver your medication. This will ensure that your therapy will not be interrupted.



Useful tips for handling your medications

Storing your medication

All medications should be kept out of children's reach. The label on your prescribed medication will indicate if it should be kept at room temperature, frozen or refrigerated. Please be sure to follow these instructions to maintain potency. Careful monitoring of your supply will help you have medication on hand.

Here are a few hints for managing your medication inventory:

- Always place your new delivery of medication behind your current supply. This practice will help you use items before they expire. Never use outdated items.
- If you run short of any item before your next scheduled delivery, call TRICARE Pharmacy Home Delivery immediately.
- Never wait until you use the last of an item to call for more.



Center for Disease
Control Safe
Community Needle
Disposal website:
[www.cdc.gov/
needledisposal/](http://www.cdc.gov/needledisposal/).

How to dispose of home-generated biomedical waste

Any type of syringe, lancet or needle (“sharps”) used in the home to either inject medication or draw blood is home-generated biomedical waste. Take special care when disposing of these items to protect you and others from injury, and to keep the environment clean and safe. Here are some simple rules to keep you safe:

Sharps

Place all needles, syringes, lancets and other sharp objects into a sharps container. If a sharps container is not available, a hard plastic or metal container with a screw-on top or other securable lid could be used (for example, an empty liquid detergent container). Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than 3/4 full. If you need a sharps container, they can be purchased at most retail pharmacies for a nominal fee.

Disposal

Check with your local waste collection service to make sure these disposal procedures are acceptable in your community. Consult with your local health or fire department for the disposal policy of these types of items in your area. Ask your doctor about the possibility of disposal of items in their office during your next visit. You may also visit the Center for Disease Control Safe Community Needle Disposal website: www.cdc.gov/needledisposal/.

Needle-stick safety

- Never replace the cap on needles.
- Put used needles in a disposal container immediately after use.
- Plan for the safe handling and disposal of needles before using them.
- Promptly report all needle stick or sharps-related injuries to your doctor.

If your therapy does not involve the use of needles or sharp items, you do not need a sharps container. You should place all used supplies (for example, syringes or tubing) in an opaque bag, double bag it and place it in your trash receptacle.



Being extra careful
when you dispose of
sharp objects protects
you and others from
injury, and keeps
the environment
safe and clean.



Patient policies and issues

Nondiscrimination policy

It is Express Scripts' policy to provide services to all persons without regard to race, color, national origin, religion, sex, age, disability or sexual orientation. No person will be denied the benefits of any service, or subjected to being treated differently because of race, color, national origin, religion, sex, disability or sexual orientation.

Patient issues/concerns

We want you to be completely satisfied. If you have any issues or concerns related to your medications, services received, delivery or any other topic related to your order, please call our Patient Contact Center using the number printed on your prescription label. A representative with specific knowledge about your health plan will assist you.

As an opportunity to improve our services, we take all of your concerns very seriously. Your issue will be fully investigated and an Express Scripts representative will respond in a timely manner.

Privacy Act Statement from the Department of Defense

Mail order states the following for DoD including specialty medications:

Authority: 5 u.s.c. 301 (Departmental Regulations); 10 u.s.c. §1095b-1095c, and §1097 (Medical and Dental care); 45 c.F.R. Part 160 and subparts A and E of Part 164 (Health Insurance Portability and Accountability Act); DTMA 04 (Medical/Dental claim History Files); and, EQ. 9397, as amended (55N).

Purpose: Information is being collected to provide pharmacy services to all TRICARE beneficiaries.

Routine Uses: In addition to those disclosures generally permitted under 5 u.s.c. 552a of the Privacy Act, this information may specifically be used to verify beneficiary eligibility, to provide contracted pharmacy benefits services, to authenticate and identify DoD affiliated personnel, and to register new DoD civilian and military personnel and their authorized dependents for the purpose of obtaining medical benefits or other benefits for which they are qualified.

Disclosure: Submission of this information is voluntary. However, failure to provide the requested information may result in delayed processing of pharmacy services.



Concern or Issue?

Please use the enclosed self-addressed pre-paid envelope or mail your written concern or issue to:

Express Scripts
P. O. Box 60903
Phoenix, AZ 85082



Your care is our mission

Each patient is unique and has different needs, so our services are tailored to each individual, making sure you receive the best possible care that you deserve.

Our team of nurses and patient care advocates are here to handle everything about your medications for you. When needed, we can coordinate with your doctor to help you achieve the best possible outcomes from your therapy.

Our clinicians are trained in complex conditions and the medications used to treat them, so we are ready to answer any questions you may have about your condition, your medications, potential interactions and any possible side effects.

Serving you is what matters most to us.



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