Deployment Prescription Program (DPP)

Pre-Deployment Site Overview

May 2015
Objectives

By the end of this presentation you will be able to:

- Identify the role the DPP team
- Identify the prescription pre-deployment steps
- Identify DPP Rx Form requirements
- Identify mail order prescription limitations
- Identify who is eligible for mail order
- Request DPP server access
- Upload files to the ESI server
- Identify the three methods to submit an Rx
- Identify the deployment reminders for SMs
- Contact the DPP Team
Express Scripts DPP Team is:

- The primary point of contact for all questions about the Deployment Prescription Program (DPP).

- A liaison between the MTF, the service member (SM) and the TRICARE Mail Order Pharmacy (Express Scripts (ESI)) to ensure processing of deployment prescriptions.
The pre-deployment site should establish key personnel to act as main points-of-contact to communicate with the ESI DPP Team regarding all DPP matters, such as:

- Submitting prescriptions to ESI
- Coordinating with site providers to correct returned prescriptions
# Pre-Deployment Steps

## P-Mart
- Used to pre-screen medication needs.
- Reports high risk medications and non-deployable service members.

## Providers
- Prescribe medications for deploying service members using DPP Rx forms.

## Brief the SM
- Provide briefing information to SMs on deployment prescription process.
- Assist SMs enrolling in mail order.
- **MUST** have a valid SM e-mail address. ESI will send e-mail reminders. If they do **NOT** receive an e-mail from ESI 60 days after arriving in theater, they will need to contact the DPP Team 8am-8pm (CST) Monday-Friday, 855-215-4488 or 314-684-7506.
- **MUST** have a valid shipping address.
- Provide MOP reminder card contact information.

## Dispense
- Dispense an initial 180-day supply of medications to treat chronic conditions. (Quantities less than 180-day supply will disrupt DPP process and may cause interruption in therapy).
- Provide a full course of anti-malarial medications for the entire deployment.
**Prescription Stages**

1. **Providers**
   - Providers prescribe medications for deploying service members using Deployment Prescription Program Rx Form.

2. **MTF**
   - MTF completes the DPP Rx Form and submits to ESI at the end of the day. Provide MOP Reminder Card.

3. **ESI**
   - ESI sends an email to the SM two months into deployment asking them to update their online registration with their current mailing address (APO/FPO).

4. **ESI**
   - ESI sends an email to the SM four months into deployment reminding the SM to order the medication.

5. **ESI**
   - ESI will send the prescription to the address the SM has provided when ordering the medication.
Prescription Ordering Guidelines

- Only requested medications will be filled. Medications are **NOT** automatically sent out.

- If the SM does not update their address, the medication will be mailed to the address provided on DPP Rx form during pre-deployment.

- **IMPORTANT:** If the MTF does not submit DPP Rx forms to ESI in a timely manner, the SM will **NOT** receive reminder e-mails from ESI.
DPP Rx Form

- Obtain the DPP Prescription form in the Support Documents folder on the DPP secure server.
- The form can be filled out electronically (preferred) or by hand (print clearly, use dark ink).
- A complete address should be provided.
  - ESI DPP Team will contact the member for address verification if incomplete or illegible.
The Rx must include the provider’s authorizing signature and credentials.

- **Non-controlled** medications - Electronic signatures are allowed and will be honored.

- **Schedule II-V (controlled)** medications - Hand-written signature is **REQUIRED**.

- Valid provider credentials (facility DEA# is not acceptable).

- The ESI DPP Team will contact the member/provider via e-mail for additional information, if necessary.
DPP Rx Form

- Send all completed DPP Rx forms to ESI at end of day – Failure to submit in a timely manner will result in prescription delays!
- Contact ESI for assistance with mail order process.
- Contact DHA PASS for assistance with PMART at 1-866-275-4732, option 8 and ask for a Data Management Team member or email: http://pec.ha.osd.mil/PMART/default.php
# Mail Order Prescription Limitations

<table>
<thead>
<tr>
<th>Prescription Type</th>
<th>Limitation</th>
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| Controlled (CII)       | • A hardcopy paper prescription  
                         • A valid personal DEA # (a facility DEA # will **NOT** be accepted)  
                         • Must have a provider's hand-written signature; photocopied, scanned, faxed or digitally signed prescriptions will **NOT** be accepted.  
                         • CII Rxs may be authorized for a maximum of a 90-day supply with no refills.  
                         • If errors are identified, a NEW prescription may be required.  
                         • ALL CII Rxs **MUST** be mailed to:  
                           Express Scripts, P.O. Box 52012, Phoenix AZ 85072-2012 |
| Controlled (CIII-CV)   | • A valid personal DEA # (a facility DEA # will **NOT** be accepted)  
                         • Must have a provider’s hand-written signature; photocopied or digitally signed prescriptions will **NOT** be accepted.  
                         • If errors are identified, a NEW prescription may be required.  
                         • CIII–CV prescriptions may be faxed or scanned to Express Scripts |
| OTC medications        | • Are **NOT** part of the TRICARE pharmacy benefit through Mail Order. (Exceptions: Prilosec, Claritin, Claritin-D, Zyrtec and Zyrtec-D).  
                         • Allegra is considered OTC and is not available. |
| Refrigerated packaging | Medications requiring refrigerated packaging will not be shipped to APO/FPO addresses. |
## Mail Order Prescription Limitations

<table>
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</tr>
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<tbody>
<tr>
<td>Non-deployable medications *</td>
<td>Proof of an approved CENTCOM waiver is required for medications which are disqualifying for deployment.</td>
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<tr>
<td></td>
<td>- Rxs for non-deployable medications will not be honored <strong>UNLESS</strong> at least one of the following applies:</td>
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<tr>
<td></td>
<td>• Copy of an approved CENTCOM waiver**</td>
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<tr>
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<td>• Medical/pharmacy personnel can:</td>
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<td></td>
<td>• Confirm that CENTCOM waiver has been approved for this member/medication.</td>
</tr>
<tr>
<td></td>
<td>• Provide documentation/confirmation that the member/Rx fall under circumstances which do <strong>NOT</strong> require a waiver.</td>
</tr>
<tr>
<td>Psychotropic medication***</td>
<td>• 180 day supply of psychotropic medications may be supplied at the pre-deployment processing center. Exception: CII stimulants - 90 day MAX.</td>
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<tr>
<td></td>
<td>• Mail order prescriptions for psychotropic medications will <strong>NOT</strong> be accepted from pre-deployment sites.</td>
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<tr>
<td></td>
<td>• Service members <strong>MUST</strong> see a provider in theater for all follow-up care/prescription renewals to ensure close monitoring.</td>
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<tr>
<td>Smoking cessation</td>
<td>Are now covered by the TRICARE pharmacy benefit. Chantix is considered a non-deployable medication and proof of waiver is required.</td>
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</tbody>
</table>

*Reference PPG TAB A, paragraph 7.H – medications which may be disqualifying for deployment.
**Reference USCENTCOM Deployment Policy MOD 12, paragraph 15.C.3 – Medical Waivers
***Reference USCENTCOM Deployment Policy MOD12, paragraph 15.D.2.B - Exceptions
Reasons for Delay

Member ineligible for TRICARE coverage – Orders may need to be updated with DEERS or they are a civilian/contractor without DoD retirement benefits.

CII Rx submitted electronically (fax, scan/upload).

Medications that are excluded from TRICARE pharmacy benefits: Examples: OTC medications with the exception of Prilosec, Claritin, Claritin-D, Zyrtec and Zyrtec-D.

Missing/incomplete/illegible/invalid:
- Issue date (post-dated Rxs are NOT accepted).
- Drug name, strength or form.
- Missing quantity.
- Missing provider signature, or a digital signature on controlled Rxs.

Direction clarification needed for:
- Incomplete information
- Dosage form conflict (Example: A medication is a patch but the directions are written ‘one po qd’)
- “Use as directed” directions. These are NOT acceptable – All Rxs must specify quantity per dose and dosing frequency

*Prescriptions that require correction will be returned to the PRE-DEPLOYMENT SITE.*
## Eligibility

<table>
<thead>
<tr>
<th>DoD contractors and civil service employees:</th>
<th>TRICARE eligible beneficiaries (retirees, spouses) working as deployed contractors or civil service employees:</th>
<th>Transitional Assistance Management Program (TAMP) members:</th>
</tr>
</thead>
</table>
| Are NOT eligible to use TRICARE mail order pharmacy | • Are eligible to use TRICARE mail order pharmacy  
EXCEPTION: If member has other health insurance, TRICARE is considered secondary and member must utilize their other pharmacy benefits  
• Are responsible for any applicable co-pays  
• Are limited to 90-day supply only  
• Spouses must provide Sponsor SSN, not their own | • Are eligible to use TRICARE mail order pharmacy  
• Are responsible for any applicable co-pays  
• Are limited to 90-day supply only  
• If orders have been extended, update record with DEERS to reflect active status to be eligible for 180-day supply |
Request DPP Secure Server Access

- It is recommended that access be limited to established points-of-contact to minimize confusion and miscommunication.
- Access account is for the individual’s use only and should NOT be shared. Additional access accounts should be requested for additional personnel.
- Contact the ESI DPP Team via e-mail @ DeployedPrescriptionProgram@express-scripts.com to request access to the DPP secure server for prescription upload.
- In the e-mail include:
  - Requestor’s name
  - Rank
  - Military e-mail address
  - Clinical status (MD, PA, NP, Pharmacist, etc.)
  - Site name
- You will need to select new login/password information upon the first login.
Server Upload Instructions

- Access the ESI secure server at: https://DPP.express-scripts.com.
- Enter the login credentials emailed to you by Express Scripts and click Log in.
  - If you do not have login-Id to this site please contact Express Scripts at DeployedPrescriptionProgram@express-scripts.com
  - Both the login-id and the temporary password are case-sensitive.
  - The first time you login to the website, you will be prompted to change the temporary password.
Server Upload Instructions

- Re-enter the temporary password in the **Current password** box.
- New password rules:
  - Minimum length 8 characters
  - Must **NOT** contain the user-id
  - Must have at least:
    - One upper-case letter
    - One lower-case letter
    - One number (0 to 9)
    - One special character
- Click **Save changes**.
Server Upload Instructions

- **Send Document**: Used to upload files to Express Scripts.
- **Inbox**: Contains files from Express Scripts. Example: Questions about prescriptions
- **Sent**: Contains files sent to Express Scripts. Example: DPP Prescription Form
- **Documents**: A folder to store support documents, including the user guide, account management engagement process and procedures.
- **Show/Hide**: Click Show/Hide to see or hide the left-hand vertical toolbar.
To change your profile settings (or log out of the GUI), mouse over the site-name/user-name at the top of the page.

Profile settings include:

- Full name
- Email address
- Phone number
- Alternate contact information
- Date/Time settings
Server Upload Instructions

- To change the time zone:
  - Click the **Date/Time** tab.
  - Select **Choose a time zone**.
  - Select the local time zone from the drop down list.
  - Click Save changes. This new time zone will be used by default for all future logins.
Server Upload Instructions

Step 1: Click **Send Document**

Step 2: Select recipients

(default is Express Scripts)

Send documents

1) **Select recipients**

Receiver: WT DoD DeployRx Partners

2) **Add documents**

<table>
<thead>
<tr>
<th>#</th>
<th>Type</th>
<th>File Name</th>
</tr>
</thead>
</table>

Send  | Cancel
Server Upload Instructions

Step 3: Add documents

- Click **Browse** to open the **File Upload** window.
- Select **ALL** the files you want to upload from your local drive.
- Click **open**.
- The document names show in the Add documents box.
Server Upload Instructions

Step 4: Click **Send** to upload the files to the Express Scripts server.
To see all of the files that were sent to Express Scripts, click the **Sent** folder.
Server Upload Tips

Save

- Save the completed document to your computer. It is suggested that the file be named with the site’s name.
- Forms with hand-written signature must be printed and scanned into a new image file before saving.
- Multiple forms may be scanned into a single file for uploading as batches.

Access

- Access the ESI secure server at: https://DPP.express-scripts.com

Upload

- Upload file(s)
  - Files cannot be opened or removed once uploaded. If you identify an error, please resubmit and notify the ESI DPP Team.
  - After upload has been completed, an e-mail may be sent to the ESI DPP Team to confirm receipt.
Submit a Prescription

Fax
- 877-327-8038 (PREFERRED)
- The cover sheet must indicate fax origin, # of pages & sender contact info

Upload via DPP server
- Clinic/pharmacy may upload the prescription via DPP secure server

Postal mail (required for CII prescriptions):
- Send to:
- Express Scripts P.O. Box 52012 Phoenix AZ 85072-2012

E-mail
DO NOT SUBMIT PRESCRIPTIONS VIA E-MAIL
This is a HIPAA VIOLATION

- Prescriptions submitted through non DPP channels (anything other than listed above), may result in delayed or incorrect processing.
Reminders for Service Members

1. Remind the SM to update their APO/FPO address & e-mail address online: http://www.express-scripts.com/TRICARE.
2. If the SM does not receive an e-mail from ESI 60 days after arriving in theater, they will need to contact the DPP Team 8am-8pm (CST) Monday-Friday, (Toll Free) 855-215-4488 or (Direct) 314-684-7506.
Contact Information

Phone

Phone: 855-215-4488 or 314-684-7506
8am-8pm (CST) Monday-Friday*
Fax: 877-327-8038

Mail

Express Scripts
P.O. Box 52012
Phoenix, AZ 85072-2012

E-mail

DeployedPrescriptionProgram@express-scripts.com

*If you are calling after hours, leave a voice mail with your name, reason for your call and the best way to contact you. ESI will return your call or send you an email.
Questions?
Thank You