

Prescription Monitoring Program

Military Treatment Facility (MTF) Frequently Asked Questions

How do MTFs submit a new restriction or a restriction change?

MTFs will utilize the MTF Restriction Request form to communicate specific beneficiary restriction adds or changes to ESI's Prescription Monitoring department.

The MTF sends the form to ESI. The preferred method to submit the form is via fax to ESI Prescription Monitoring Department. Fax # 866-579-4662. If fax is not an option, the MTF can call or email the ESI Rx Monitoring Department and we will provide an alternate option for sending the form. See Contact info at end of this FAQ document.

Note: The MTF Rx Restriction Request form can be found on the TRICARE Pharmacy Program website: <https://www.express-scripts.com/TRICARE/tools/rxMonitoring.shtml>

How do MTFs submit requests for Rx restriction override or removal?

MTFs will also communicate MTF Rx Restriction Override and Removal requests to the ESI Prescription Monitoring team. There is a separate form for each of these requests. **These forms are NOT available via website.**

To obtain a Restriction Override or Restriction Removal form, contact the ESI Prescription Monitoring Department. Contact info is listed at the end of this FAQ document.

The MTF sends the form to ESI. The preferred method to submit the form is via fax to ESI Prescription Monitoring Department. Fax # 866-579-4662. If fax is not an option, the MTF can call or email the ESI Rx Monitoring Department and we will provide an alternate option for sending the form. See Contact information at the end of this FAQ document.

What type of reporting is available for MTFs?

CDRL Q100 Prescription Monitoring Program Report is submitted monthly to Pharmacy Analytics Support Section (PASS) and is available to MTFs per request via the PASS server: usarmy.jbsa.medcom-ameddcs.mbx.pdts-ameddcs@mail.mil.

Additional reporting requests will be addressed on a case by case basis.

What are the Rx Monitoring team's hours of operation?

Hours of operation are Monday – Friday, 8:00 am – 6:00 pm (CST/CDT)

How do MTFs contact the Rx Monitoring team?

MTFs can contact the Rx Monitoring team via:

- Email - TRICARE111@express-scripts.com
- Phone - 866-333-1348
- Fax - 866-579-4662



- USPS Mail
Express Scripts, Inc.
Prescription Monitoring Department
8455 University Place Dr.
St. Louis, MO 63121
Mail Route HQ2 1-09

Note: If after hours or unavailable, we strive to respond to all email and voice mail messages within 24 business hours.

