

TRICARE Pharmacy Home Delivery Program 2016



Benefits of Using Home Delivery

- Multiple quality checkpoints enhance accuracy and ensure safety.
- Up to a 90-day supply of a medication at one time.
- Automatic refills and refill reminders.
- Cost savings - generic formulary medications at no-cost, and lower co-pays for formulary brand name and non-formulary medications.
- Access to a pharmacist 24/7.
- Delivery to the address of your choice with no cost for standard shipping.
- Next-day delivery available for additional cost.
- Prescriptions may only be delivered to a U.S. postal or an APO/FPO address. Prescriptions cannot be mailed to a private foreign address.
- Prescriptions requiring refrigeration are shipped in cold packs, according to the manufacturer's specifications. (Note: refrigerated medications cannot be mailed to an APO/FPO address).

Use Home Delivery to save time and money, and avoid the hassle of traffic, parking and waiting.

(Savings on co-pays for a 90-day supply of medicine)

Type of Drug	Retail Network	Home Delivery	Your Savings!
Formulary Generic	\$30	No Cost	\$30
Formulary Brand	\$72	\$20	\$52
Non-Formulary	N/A	\$49	\$\$\$

Prescription Copays 2016

(Active duty personnel do not pay a deductible or copayment; all other beneficiaries do not pay a deductible for prescriptions filled through home delivery/mail order or at a retail network pharmacy, and do not pay anything at a military pharmacy)

Pharmacy	Formulary		Non-Formulary
	Generic	Brand Name	
Military (up to 90 days)	No cost	No cost	Not available
Home Delivery (up to 90 days) \$	No cost	\$20	\$49*
Retail Network (up to 30 days) \$\$	\$10	\$24	N/A
Retail Non-Network \$\$\$ (up to 30 days)	Non-Prime: \$24 or 20%, after deductible is met		N/A
	Prime - 50%, after Point-of-Service deductible is met		

*Unless Medical Necessity approved

TRICARE Pharmacy Program Information and Assistance

Naval Medical Center Portsmouth Main Pharmacy
Building 2, 2nd Floor, (757) 953-0258

www.med.navy.mil/sites/NMCP2/PatientServices/Pharmacy

Links to: NMCP Portsmouth Formulary



Retail Network and Home Delivery Pharmacy Programs
Express Scripts Customer Service

1-877-363-1303 (TDD/TTY—1-877-540-6261)

www.express-scripts.com/TRICARE

TRICARE Pharmacy Program

www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram

Information and Assistance at Naval Medical Center Portsmouth

Beneficiary Counseling and Assistance Coordinators, Building 249, (757) 953-2610/2611

Hampton Roads Appointment Center, (866) 645-4584

Tidewater Military Health System, Marketing and Beneficiary Education, (757) 953-6153

Health Net Federal Services, (877) 874-2273

www.med.navy.mil/SITES/NMCP2/Pages/default.aspx



EXPRESS SCRIPTS®

TRICARE Pharmacy Home Delivery

(TRICARE Mail Order Pharmacy)

Getting Started

When using the TRICARE Pharmacy Home Delivery program, copays listed on the front will apply. Please note that not all drugs are eligible for this program.

In Person - Your provider can enter new prescriptions for TRICARE Home Delivery directly into their computer system: MTF Provider: AHLTA, CHCS Civilian: eScribe

The Tidewater Navy regional refill line at 757-953-6337 or 866-285-1008 will offer the option to transfer eligible refills to the TRICARE Pharmacy Home Delivery (copays apply).

To avoid delays in starting new maintenance medications, your provider may give you a prescription for an initial supply to be filled at a military or retail network pharmacy.

Tidewater Navy pharmacies can also transfer new or refill prescriptions from local military pharmacies directly to TRICARE Pharmacy Home Delivery. Call 757-953-7294 for assistance.

Telephone - You can use this option if you currently have your prescriptions filled at a civilian retail pharmacy, and would like to change them to home delivery.

Have your prescription information (or pill bottles) and your provider's name and telephone number handy when you call the **Member Choice Center** at 1-877-363-1433.

Mail - Make sure the patient's name, date of birth and sponsor's ID number are clearly written on the back of each prescription.

Complete and sign the **Web Prescription Order Form** (available online). Attach the prescriptions and mail to: Express Scripts, Inc., PO Box 51250, Phoenix, Arizona 85072-9954.

Fax - Prescriptions can only be accepted by fax if they are sent directly from your provider's office. Prescriptions faxed from other locations (such as home or work) will not be accepted.

Complete and sign the **Web Prescription Order Form**, and have your provider complete the **Doctor/Prescriber** information. Fax to 1-877-895-1900 (from overseas to 1-602-586-3911).

Your provider can either fax the form along with copies of the written prescriptions, or can enter the prescription information and signature in the **Rx Form** section at the bottom of the form.

Prescriptions for Schedule II controlled substances cannot be faxed. All prescriptions for these medications must be mailed.

Online - Go to www.express-scripts.com/TRICARE and create an online account (or sign in, if you are already registered). Each eligible family member must register separately and create their own account.

Use the **Fill a New Prescription** feature to fill a new prescription, or

Use the **Switch a Current Retail Prescription to Home Delivery** feature.

Home Delivery and Other Health Insurance (OHI)

TRICARE beneficiaries with OHI, such as an employer group health plan, usually have their prescriptions filled at an MTF or retail network pharmacy. Home Delivery with OHI may only be used if the OHI does not have a prescription drug benefit, the OHI does not cover the medication needed, or the OHI prescription drug benefit has been exhausted.