



# TRICARE Pharmacy

Tidewater Military Health System - Fiscal Year 2016



## Pharmacy Choices, Prescription Categories, and Prescription Costs<sup>1</sup>

Pharmacy	# Days Supply	Formulary		Non-Formulary (Tier 3)
		Generic <sup>2</sup> (Tier 1)	Brand Name <sup>3</sup> (Tier 2)	
Military Treatment Facility	90	No Cost	No Cost	Not Available <sup>4</sup>
Home Delivery <sup>5</sup>	90	No Cost	\$20	\$49 <sup>6</sup>
Retail Network	30	\$10	\$24	\$50 <sup>6,7</sup>
Retail Non-Network (Non-Prime)	30	\$24 or 20% of total cost, whichever is greater (after TRICARE Standard/Extra deductible is met) <sup>8</sup>		\$50 or 20% of total cost, whichever is greater (after deductible is met) <sup>8</sup>
Retail Non-Network (Prime)	30	50% of total cost (after TRICARE Prime Point-of-Service deductible is met) <sup>9</sup>		

- 1) There is no cost to active duty service members (ADSMs) for authorized prescriptions filled at any pharmacy. The annual TRICARE Standard/Extra deductible for other beneficiaries does not apply to prescriptions filled through home delivery or at a retail network pharmacy.
- 2) When available, generic drugs will be used. Brand name medications with a generic equivalent are only used if medical necessity is requested by the prescribing provider and approved by Express Scripts. If medical necessity is approved, the formulary brand name (Tier 2) co-pay will apply; if not, the beneficiary will be responsible for the entire cost of the medication.
- 3) Prescriptions for select brand name maintenance medications must be filled either at an MTF pharmacy or through home delivery. Exemptions include ADSMs, beneficiaries living outside the U.S. or U.S. territories, and those with other health insurance (OHI) with a prescription benefit. This requirement does not apply to medications for acute conditions (such as antibiotics or pain medications), generic versions of prescription maintenance medications, and over-the-counter drugs. The Select Maintenance Drug List is available at [www.health.mil/SelectDrugList](http://www.health.mil/SelectDrugList).
- 4) Non-formulary medications are generally not available at MTF pharmacies, with the exception of certain prescriptions prescribed by an MTF provider for ADSM patients.
- 5) Home Delivery is not available to beneficiaries with OHI with a prescription benefit, including Medicare Part D, unless a particular medicine is not covered by the OHI, or the OHI benefit has been exhausted.
- 6) Prescriptions for non-formulary medications may be available at the formulary brand name co-pay if medical necessity is requested by the prescribing provider and approved by Express Scripts.
- 7) Some non-formulary medications are only covered through Home Delivery. Check with Express Scripts before filling prescriptions for non-formulary drugs at a retail network pharmacy.
- 8) The TRICARE Standard/Extra annual (fiscal year - FY) deductible for family members of a sponsor E-4 and below is \$50/individual and \$100/family, and for all other beneficiaries is \$150/individual and \$300/family.
- 9) The TRICARE Prime FY point-of-service (POS) deductible for non-ADSMs is \$300/individual and \$600/family.

### TRICARE Pharmacy Program Information and Assistance

- \* Accredo (nationwide specialty medication mail order pharmacy) - 1-800-803-2523
- \* Express Scripts - Retail Network and Home Delivery
  - \* 1-877-363-1303; TDD/TTY 1-877-540-6261; [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)
  - \* Specialty medication home delivery - 1-888-455-4342
- \* MCAHC Main Pharmacy - 314-7900 (Option 3); Refills - 314-7965; Toll Free 1-866-878-9321
- \* NMCP Main Pharmacy - 953-0258; Refills - 953-6337; Toll Free 1-866-285-1008
- \* NMCP Pharmacy Formulary - [www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy](http://www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy)
- \* TRICARE Pharmacy Formulary - [www.express-scripts.com/static/formularysearch/](http://www.express-scripts.com/static/formularysearch/)
- \* TRICARE Pharmacy Program - [www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram](http://www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram)
- \* USAF Hospital Langley Main Pharmacy - 764-6497; Refills - 764-3784/6419



See over for information about Home Delivery, Specialty Medications, and Electronic Prescriptions

McDonald Army Health Center  
Joint Base Langley-Eustis  
Information: (757) 314-7500

Naval Medical Center Portsmouth  
Naval Support Activity  
Information: (757) 953-5000

USAF Hospital Langley  
Joint Base Langley-Eustis  
Information: (757) 225-7630



## Tidewater MTF Pharmacy Electronic Prescription (e-RX) Service

Tidewater MTF Pharmacy Site	Published e-RX Site Name	NCPDP/NPI
Branch Health Clinic (BHC) Dam Neck	DoD PORTS VA DAM NECK ePhcy	4845345 / 1396158168
BHC JEB Little Creek-Fort Story (Boone Clinic)	DoD PORTS VA LITTLE CRK ePhcy	4845357 / 1205249075
BHC Naval Air Station Oceana	DoD PORTS VA BHC OCEANA ePhcy	4845410 / 1578977666
BHC Norfolk Naval Station (Sewells Point Clinic)	DoD PORTS VA BHC SEWELLS PT ePhcy	4845369 / 1205249059
BHC Naval Weapons Station Yorktown	DoD PORTS VA BHC YORKTOWN ePhcy	4845460 / 1952717472
BHC Northwest	DoD PORTS VA NORTHWEST NSG ePhcy	4845888 / 1548664949
Kenner Army Health Clinic, Fort Lee	DoD FT LEE ePhcy	4845395 / 1417361866
McDonald Army Health Center JEB Langley-Eustis	DoD FT EUSTIS ePhcy	4845458 / 1861807703
Naval Medical Center Portsmouth (NMCP)	DoD PORTS VA NMC ePhcy	4845371 / 1548673205
Scott Center Norfolk Naval Shipyard Portsmouth	DoD PORTS VA SCOTT CENTER ePhcy	4845838 / 1013319755
TRICARE Prime Clinic (TPC) Chesapeake	DoD PORTS VA TPC CHESAPEAKE ePhcy	4845383 / 1508270950
TPC Virginia Beach	DoD PORTS VA TPC VA BEACH ePhcy	4845408 / 1851704431
USAF Hospital Langley	DoD LANGLEY ePhcy	4845523 / 1720494834
TRICARE Mail Order Pharmacy (Home Delivery)	Express Scripts Home Delivery	2623735 / 1558443911

### TRICARE Information and Assistance

- \* Defense Enrollment Eligibility Reporting System (DEERS)
  - \* [www.tricare.mil/deers](http://www.tricare.mil/deers) or <https://www.dmdc.osd.mil/milconnect>
- \* Hampton Roads Appointment Center (Prime appointments at Tidewater MTFs) - 1-866-645-4584
- \* Medicare and Social Security: 1-800-772-1213; [www.medicare.gov](http://www.medicare.gov) or [www.ssa.gov](http://www.ssa.gov)
- \* TRICARE - for complete TRICARE program and benefit information, visit: [www.tricare.mil](http://www.tricare.mil)
- \* TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)
- \* TRICARE North Region - [www.tricare.mil/tronorth](http://www.tricare.mil/tronorth)
  - \* Health Net Federal Services - 1-877-874-2273; [www.hnfs.com](http://www.hnfs.com)
- \* TRICARE South Region - [www.tricare.mil/trosouth](http://www.tricare.mil/trosouth)
  - \* Humana Military - 1-800-444-5445; [www.humana-military.com](http://www.humana-military.com)
- \* TRICARE West Region - [www.tricare.mil/trowest](http://www.tricare.mil/trowest)
  - \* United Healthcare Military and Veterans - 1-877-988-9378; [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)
- \* TRICARE Overseas - International SOS; 1-888-777-8343

## Tidewater Health Benefit Advisors

- Naval Medical Center Portsmouth  
(757) 953-2610/2611
- Branch Health Clinic (BHC) Dam Neck  
953-9322
- BHC Norfolk (Sewell's Point)  
953-8708
- BHC Little Creek (Boone)  
953-8182
- BHC NAS Oceana  
953-3933 (option 7)
- BHC NWS Yorktown  
953-8441
- TRICARE Prime Clinic (TPC) Chesapeake  
953-6382
- TPC Virginia Beach  
953-6710/6711
- McDonald Army Health Center  
(757) 314-7748/7766/7777
- USAF Hospital Langley  
225-5111
- USCG Training Center Yorktown  
(757) 856-2230/2345



### Getting Started with Home Delivery

- \* In Person - An MTF provider can enter new prescriptions directly into the military health care system. MTF pharmacies can also help beneficiaries register and transfer new and existing prescriptions to Home Delivery.
  - \* When calling the NMCP refill line (953-6337), beneficiaries will be offered the opportunity to transfer eligible prescriptions Home Delivery.
- \* Online - Create an account (or sign in, if registered) at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE). Each person must create their own account.
- \* Telephone - To switch prescriptions filled at an MTF pharmacy to Home Delivery, have the prescription information (or pill bottles) and provider's name and telephone number handy when calling the *Member Choice Center* at 1-877-363-1303.
  - \* Accredo, a nationwide specialty mail order pharmacy, may also be used to fill specialty medications. For information, call 1-800-803-2523.
- \* Mail - Write the patient name, date of birth and sponsor ID number on the back of each prescription. Complete the *Web Prescription Order Form* (available online), attach the prescriptions and mail to: Express Scripts, Inc., PO Box 51250, Phoenix, AZ 85072-9954.
- \* Fax - Prescriptions are only accepted by fax directly from a provider's office. They will not be accepted if faxed from other locations (such as home or work). Complete the *Web Prescription Order Form*, and have the provider complete the *Doctor/Prescriber* information. Fax to 1-877-895-1900; from overseas to 1-602-586-3911.
  - \* Prescriptions for Schedule II controlled drugs cannot be faxed. These must be mailed.

### Specialty Medication Care Management and Home Delivery Program

- \* Specialty medications are usually high cost, self-administered, injectable or oral medications that treat serious, chronic conditions like cancer, multiple sclerosis, rheumatoid arthritis and hepatitis C. For information, call the Express Scripts Member Choice Center at 1-888-455-4342.
- \* Express Script's *Specialty Medication Care Management Program* offers:
  - \* Access to a pharmacist 24/7 to discuss potential drug interactions or side effects, and answer any questions about a prescription; to nurses who can help patients receive the greatest benefit from their medication, and to educational materials to help manage a patient's medical condition.
  - \* Guidance on how to take specialty medications correctly, and support in managing medication therapy.
  - \* Personal care through Patient Care Advocates, including refill reminder calls each month.
- \* Accredo, a nationwide specialty mail order pharmacy, may also be used to fill specialty medications. For information, call 1-800-803-2523.