



Receive your prescriptions through

HOME DELIVERY

- 5. TMOP Is Comprehensive** - The full range of medications available under the TRICARE pharmacy benefit are typically available via TMOP home delivery. This includes long-term maintenance medications for chronic conditions like arthritis, high blood pressure, asthma and diabetes; prescriptions you routinely use like allergy medications and oral contraceptives; and medications that require special handling like injectables, compounds, diabetic supplies and even refrigerated medications.
- 6. TMOP Helps Preserve the Benefit** - As the most cost effective option, TMOP home delivery not only saves you money but reduces overall costs for the DOD as well.
- 7. TMOP Is Satisfying** - The number of TMOP users continues to climb as more beneficiaries recognize the many benefits of this pharmacy delivery option. Satisfaction is what keeps them coming back. For over three years, surveyed beneficiaries who use TMOP have routinely reported better than 97% satisfaction with TMOP.
- 8. TMOP Enrollment Is Easier Than Ever New** - Now your DoD Pharmacist can transfer your prescriptions from the MTF to Express Scripts TMOP for Home Delivery. When your prescriptions for maintenance medications are transferred to TMOP by the DoD pharmacist you will automatically be enrolled for Home Delivery and Express Scripts, the TMOP service provider, will take care of everything so your eligible prescriptions are delivered right to your front door.

CONTACT US:

Express Scripts

PO Box 52150

Phoenix, AZ 85072-9954

Member Choice Center

1.877.363.1433

www.express-scripts.com/TRICARE

EXPRESS SCRIPTS®



It's Convenient

Join the nearly 2 million other TRICARE beneficiaries who receive their prescriptions through Home Delivery

It's Quick

Enrollment takes just a few minutes

It's Easy

We take care of everything so your eligible prescriptions are delivered to your home in time for your next refill

**Talk to Your Naval Medical Center
Portsmouth Pharmacist about Making
the Switch Today or
Call 757-953-7294**



EIGHT REASONS TO CHOOSE

TRICARE HOME DELIVERY

- 1. TMOP Is Convenient** - With TMOP, picking up your prescriptions is as easy as picking up your mail. Maintenance medications you take regularly are delivered to your home - eliminating repeated trips to the retail or military pharmacy. You avoid driving to the pharmacy, finding parking space and waiting in line at the prescription counter. Your refills can be requested when it's most convenient for you - by mail, phone or online 24 hours a day, seven days a week; or by fax from your doctors office.
- 2. TMOP Is Cost Effective** - TMOP is the most cost effective option when not using a military pharmacy. You receive a 90 day supply of your maintenance medications for the same copayment as a 30 day supply from the retail pharmacy. In other words you get three times the medication for your money, saving as much as 66% compared to retail cost. Plus, you pay nothing for shipping and handling saving you the cost of gas, wear-and-tear on your vehicle and valuable time.
- 3. TMOP Is Safe** - Prescriptions are filled using a highly automated system that gives you more accurate dispensing than a retail pharmacy. Your medication history is tracked to check for potentially harmful interactions. For your protection, medications are delivered in a plain, secure, weather-resistant pouch.
- 4. TMOP Is Private** - When you're enrolled in TMOP, you have access to pharmacists 24 hours a day, any day of the week. You can ask questions about your personal drug treatment in complete privacy over the phone rather than in public at a retail pharmacy counter.

TRICARE MAIL ORDER PHARMACY

Frequently Asked Questions

Q: If I currently have a 30-day supply of medication on hand should I sign up today for Home Delivery?

A: Having a 30 day supply of medication on hand is optimal for making the switch to Home Delivery. When you transfer your prescriptions you can expect to receive your first order within 14 days from your request. If you have less than 30 days of medication on hand, you should fill a 30 day supply at the Military Treatment Facility and then ask the MT pharmacist to transfer your prescription to TMOP.

Q: What are the co-payments when using TMOP?

A: You will receive a 90-day supply for the following copays: \$3 for Generics, \$9 for Formulary Brand Medications and \$22 for Non-Formulary Medications.

Q: I have other health insurance (OHI) but I don't use my OHI's pharmacy coverage. I can't disenroll from my OHI because I use the medical portion. Can I use TMOP as primary payer for my prescriptions?

A: Unfortunately, since your OHI provides a prescription drug benefit, you must use it first to cover the costs of your prescriptions. You may only use TMOP if your OHI doesn't cover the medication needed or your OHI prescription coverage has exhausted.

Q: Can I check on the delivery status of a prescription I ordered through TMOP?

A: You can check on the status of your order by calling:

866.DOD.TMOP (1.866.363.8667) within the US
877.540.6261 TDD for the hearing-impaired

Q: Can I receive a brand-name medication through TMOP if I can't tolerate the generic version?

A: The TMOP program is a generic pharmacy service. Brand-name drugs for which a generic equivalent is available may be filled only if your doctor or other health care provider explains why the brand-name product is medically necessary.

Q: Can TMOP ship medications that need to be refrigerated?

A: Yes. Prescriptions that require refrigeration will be shipped in cold packs. Please note that refrigerated medications cannot be shipped to APO/FPO addresses.

Q: I have my prescription filled through TMOP. How soon can I request refills?

A: You may refill your prescription after you have used 66% of your medication. If you send in your refill request before allowable refill date, Express Scripts will hold it until the first available fill date and then automatically send it to you if it can be filled within 90 days of receipt.

Q: How long will it take to receive my prescriptions from TMOP?

A: You can expect your order to arrive at your US postal address within 14 days. To make sure you receive your refills before your current supply runs out, re-order at least two weeks before you need your refill.

Q: Can I use the Express Scripts website to order prescription refills through TMOP?

A: Yes, you must activate your TMOP online account on the Account Activation page then follow the steps below:

1. Visit www.express-scripts.com/TRICARE
2. Enter your username and password
3. Follow the prompts to refill your prescription