

How Many Ways Can Prescriptions Be Filled?

There are four options for filling prescriptions. The right option for you can save you time and money. If prescriptions are on the Naval Hospital formulary, then filling prescriptions at Naval Hospital Pharmacy saves you and the government money. If Naval Hospital is inconvenient and your prescriptions are for maintenance drugs (long term usage vice acute care), the TRICARE Mail Order Pharmacy (TMOP) also known as “Home Delivery” is the next best option. If your prescription is needed immediately and/or if it is for acute care and is not available at the Naval Hospital Pharmacy, a civilian network pharmacy would be the next best choice. The fourth option, civilian non-network pharmacies, may also be used, however this is not recommended as this option is usually is the most expensive for the patient and increases costs to the government as well. It is important for our beneficiaries to know that using Naval Hospital Pharmacy or Home Delivery keeps our healthcare costs down and helps to preserve and maintain the future extent of benefits we will be able to maintain.

New Prescriptions

Naval Hospital – New prescriptions may be ordered by a military or civilian provider. The medication must be routinely stocked at the Naval Hospital (on our formulary). Obtaining medications at a military pharmacy minimizes cost for the patient and for the government.

TRICARE Mail Order Pharmacy (TMOP) – The TMOP program (Home Delivery) is for medications you take on a long-term, on-going basis, such as for the treatment of high blood pressure, birth control, asthma, diabetes, or any long-term health condition. TMOP does not provide medications to treat acute illnesses such as colds and infections.

The program provides free delivery to your home or to a temporary address if you are out of the area on vacation, deployed overseas or evacuated due to contingency event. Prescriptions may be filled for up to a 90 day supply for most medications and up to 30 day supply for DEA Schedule 3-5 controlled substances.

In order to enroll in TMOP you may access the ExpressScripts.com web-site, call in to the Member Choice Center, or enroll by mail. The Member Choice Center is a new service introduced in 2008 which may help you to convert retail prescriptions to TMOP. In addition to the Express-Scripts Web Site, you may pick up the forms at the Naval Hospital Health Benefits Office, the Naval Hospital Pharmacy, the Pharmacy Refill Center located near the CID Corry Commissary, Branch Health Clinic Pharmacy, or in the military clinic where you are enrolled to Prime.

Once you are enrolled, mail the completed form with your prescription and any applicable co-payment or have your provider fax the prescription to Express-Scripts. You will receive refill slips in the mail with your prescription or you can use the phone or internet to request and monitor refills.

Using the TMOP (Home Delivery) is free to active duty members. For all other beneficiaries, the cost for a 90-day supply is \$3 for generic, \$9 for brand specific medications, and \$22 for DoD non-formulary drugs. Since prescriptions can be filled for 90-days vice 30-day limit for Civilian Network Pharmacies, using TMOP (Home Delivery) can save you up to 66% in co-pays vice retail pharmacies. Also using TMOP (Home Delivery) saves the government as well.

Civilian Network Pharmacies (Retail) – If your medication is not carried at the Naval Hospital, or if you prefer to use a civilian pharmacy, you may take your provider’s prescription to a civilian network pharmacy. The cost for a 30-day supply is \$3 for generic, \$9 for brand specific medications, and \$22 for non-formulary drugs. If you choose to begin receiving medications from civilian network pharmacies so that you may begin therapy sooner, you still may wish to transfer remaining refills to TMOP (Home Delivery) at some point in the future and reduce your co-pay for those drugs that you may be taking for chronic conditions into the future. Express Scripts will assist you in transferring your prescriptions with remaining refills to Home Delivery at any time you choose.



Civilian Non-Network Pharmacies - Patients who utilize a non-network pharmacy will have a cost-share of \$9 or 20% of the total cost, whichever is more, for a 30-day supply. The annual deductible (\$150 individual, \$300 family) would have to be met.

Refills

Naval Hospital - Within the Naval Hospital, the most convenient method is to call the Refill Line at (850) 505-6459. For patients outside the local calling area, dial 1-888-513-4164. Refills require two normal working days and can be picked up at the Pharmacy Refill Center located at the NEX commissary on CID Corry Station. You may want to write down all of your prescription numbers before calling to make it easier and to follow the instructions given over the telephone.

This telephone refill request system improves efficiency because when the request is made the system provides additional information to include what day your medication will be ready for pick-up and if there is a problem with filling the prescription such as “There are no refills left”, etc. This automated system also allows you to request drug information on any prescription filled at the Naval Hospital Pharmacy.

A secondary way to get prescriptions refilled is to complete a refill request sheet and place it in one of the two drop boxes that are located in the Naval Hospital Pensacola Pharmacy lobby, and just outside the NEX Commissary refill pharmacy entrance. A disadvantage is resources needed to physically drop off refill requests. A secondary disadvantage to this

process is that you will not know if there is a problem with filling your medication until you arrive to pick it up.

TRICARE Mail Order Pharmacy (TMOP) – TMOP (also known as Home Delivery) is available to refill your medication. After a prescription is filled through TMOP you can request a refill by internet, phone or mail.

You can obtain another prescription from your doctor and treat it as a new prescription or contact a Patient Care Advocate at the Member Care Center (MCC) at 1-877-363-1433 to initiate the process to renew a prescription to be filled by TMOP. In addition to allowing you to monitor your refill request from home, TMOP also notifies beneficiaries by letter when one of their medications is switching to third tier (non-formulary) status, which has the most expensive co-pay. This gives the beneficiary time to ask the doctor to prescribe a formulary drug at lower co-pay before a refill is needed. For more information about the Member Choice Center and filling prescriptions through the TMOP program, visit the prescription area on the "My Benefit" link of www.tricare.mil.

Civilian Network and Non - Network Pharmacies (Retail) – These pharmacies also provide refill services. If a retail network or non-network pharmacy is used, the pharmacy will provide information on their refill process. Remember that refills can be transferred to Home Delivery even after a prescription is filled at retail and will result in significant savings for you in the form of the lower co-pays.

Knowing your pharmacy benefits and making the right choices will help you manage your prescription benefit. Choosing generic drugs vice name-brand, formulary prescriptions vice non-formulary prescriptions, opting for MTF or TMOP (Home Delivery) prescription services vice retail. Having your provider prescribe for 90days vice 30 days can save you time and money. To better manage your pharmacy benefit please access Express Scripts at <http://www.express-scripts.com/>. To better understand TRICARE's Uniform Formulary and to determine if prior authorization is required for a prescription medication, visit http://pec.ha.osd.mil/formulary_search.php. Discuss with your provider what option is right for you.

