

## Managing Your Medications Online at DrugDigest.com

**B**eing aware of the prescription drugs you and your family take is critical in helping to manage your family's health care. Express Scripts, the company chosen to administer both the TRICARE Retail Pharmacy (TRRx) program and the TRICARE Mail Order Pharmacy (TMOP) program, has developed several online tools to help ensure your safety with medications.

Located at the top and left menu bars of the home page at [www.DrugDigest.com](http://www.DrugDigest.com), these Web-based tools can be used in conjunction with the following steps to help you manage your medications.

### Step 1. Be Informed

When it comes to your medicine, the more you know, the safer you are. Use the "Medication Checklist," located under "Interactive Tools," to find out how much you already know about your medicine. Then get the answers you need in the "Drug Library."

### Step 2. Communicate

You can avoid harmful drug interactions by telling your doctor or pharmacist about all the medications you take, including over-the-counter (OTC)

products, vitamins and herbal supplements. You can also see how your medication interacts with other drugs by clicking on the "Check Interactions" link at the top of the home page.

### Step 3. Check Your Medicine

While it rarely happens, would you know if you mistakenly got the wrong medication? Use the "Pill Images" tool in the Drug Library to check the color, shape and size of your pills to be sure you received the right medication. Also, stop and read your prescription bottle while you are at the pharmacy to verify that you've received the correct medication.

### Step 4. Use Your Medicine Correctly

Sure, it's easy to take a pill, but do you know the right way to use an inhaler or mix insulin? You can review recommended methods in the "Using Medicine" section of the Drug Library.

### Step 5. Be Aware

Studies show that more than one in five elderly Americans use a medication that may be wrong for them. Click on the "Senior Corner" link in the left menu bar to access the "Cautionary Drugs" section of the Web site.

This section has information about medications that may not be the most appropriate choices for seniors.

### Step 6. Keep Good Records

You can take a more active role in your health care by making a Medication/Personal Contact Card. The "Medication Card" tool is located under the Interactive Tools link in the top menu bar. Your card will make it easy to find your medication and contact information in an emergency, plus you can use the card to keep track of your medications and allergies.

### Step 7. Ask Questions

Don't be afraid to contact your doctor or pharmacist if you have questions, if a medication doesn't seem to be working, or if you have problems with a medication or treatment decision. Your doctor and pharmacist are there to help ensure your safety.

For more information about the TRRx or TMOP programs, visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call 1-866-DoD-TRRx or 1-866-DoD-TMOP. ■

## TRRx FAQs

**T**he national TRICARE Retail Pharmacy (TRRx) program has been in operation since July 2004. Express Scripts, the company administering the new program, offers answers to the following questions that beneficiaries are asking most:

### Under the TRICARE Pharmacy Program, do I receive generic or brand-name medications?

It is DoD's policy to substitute generic medications for brand-name medications when available. Brand-name drugs that have a generic equivalent may be dispensed only if the

prescribing physician is able to justify medical necessity for use of the brand-name drug in place of the generic equivalent. If a generic equivalent drug does not exist, the brand-name drug will be dispensed for the brand-name copayment.

### I am a reservist and suffered an injury in the line of duty. Do I still have prescription drug benefits under the TRICARE Retail Pharmacy (TRRx) program?

Yes. With proper approval through the Military Medical Support Office (MMSO), your TRRx benefits will continue

*continued on page 2*



# Don't Delay Behavioral Health Care

## TRICARE Guarantees Your Privacy

**A**s a TRICARE Prime beneficiary, the content of your behavioral health treatment sessions is confidential.

“During this period of deployment in the Middle East, for example, many family members of active duty personnel are worried about their loved ones and are having trouble adjusting,” explains Roxane Kissinger, director of customer service for ValueOptions, which administers behavioral health care benefits for the TRICARE South Region.

Beneficiaries should understand that in most cases they are entitled to eight unmanaged outpatient visits with a behavioral health care network provider per fiscal year

without a referral or prior authorization. (Note: The eight visits are per beneficiary; not per network provider.)

Why is this important? While our culture is more open than ever about mental health, people still value their privacy.

“Many individuals who suffer from situational stress and depression know exactly what treatment they need and how to get it, so they don't want to involve others. With this benefit they don't have to,” Kissinger says.

Records associated with behavioral health care visits are not released to one's spouse, superior command or anyone else without permission from the beneficiary who was treated.

*continued on page 3*

## TRRx FAQs

*continued from page 1*

to cover prescription drugs used in the treatment of your injury. For more information regarding MMSO, call 1-888-MHS-MMSO (1-888-647-6676).

### **Can Express Scripts send me an explanation of benefits (EOB) for purchases made at a TRRx pharmacy?**

You can request a patient profile history from your TRICARE network retail pharmacy. Express Scripts will send you an EOB only if you have submitted a paper claim. To request an EOB for a paper claim, call Express Scripts at 1-866-DoD-TRRx (1-866-363-8779).

### **I paid for my medication out of my own pocket. How do I submit a paper claim for reimbursement?**

You may submit a DD 2642 claim form for TRICARE reimbursement if you obtained your medication from a non-network pharmacy or if you have other health insurance (OHI) as your primary pharmacy coverage.

You can download the claim form at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call Express Scripts at 1-866-DoD-TRRx and ask to have a

form mailed to you. Send completed claim forms to:

Express Scripts  
P.O. Box 66518  
St. Louis, MO 63166-6518

Be sure to attach your pharmacy receipt to the claim form and make certain that the following information is provided and legible on the receipt.

- Date the prescription was filled
- Quantity of fill (e.g., 120 capsules)
- Days supply, if available (e.g., 30 days)
- Pharmacy name
- Pharmacy address
- Pharmacy NABP (National Association of Boards of Pharmacy) number—ask your pharmacist if the number is not provided on the receipt
- Amount paid by you
- Amount paid by OHI
- Drug name
- Prescribing doctor's name and address
- Name of other health insurance provider (if you have pharmacy coverage)

### **Why is my reimbursement check delayed?**

Express Scripts may be attempting to research or clarify your claim. If you haven't received a reimbursement check within 20 business days, please call 1-866-DoD-TRRx.

### **My prescription drug claim was rejected. Why did this happen?**

There are many reasons why a claim may be rejected. A few reasons include:

- You are trying to fill your prescription too early.
- Your DEERS information is not current.
- The drug is not covered by your TRRx benefit.
- Prior authorization from Express Scripts to approve the prescription was required from your physician and has not been obtained.
- Express Scripts needs more information from you before processing your claim.

If you have a question about a rejected claim, call 1-866-DoD-TRRx.

To update DEERS, call 1-800-538-9552 or visit

[www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress). ■

## Customer Service FAQs for TRICARE Prime Beneficiaries

### How do I change my primary care manager (PCM)?

- Complete a TRICARE Prime Enrollment Application and PCM Change form.
- Call 1-800-444-5445 and speak with a central beneficiary service representative (CBSR) during normal business hours (Monday–Friday, 8 a.m. to 7 p.m.).
- Registered users of the Humana Military Web site ([www.humana-military.com](http://www.humana-military.com)) can visit the Online Beneficiary Services section, click on “Request a PCM Change” and make a change. (Site registration takes on average 3 minutes. Click on the “Sign up for Secured Member Services” link.)

### How do I check on a referral?

- Registered users of the Humana Military Web site can visit the Online Beneficiary Services section and click on “Online Referral/Authorization Status.”
- Call a CBSR at 1-800-444-5445 during normal business hours and ask the representative to check the referral’s status.

### How do I learn when my next enrollment payment is due?

- Call 1-800-444-5445 and speak with a CBSR.

### What are my enrollment payment options?

- Log on to [www.humana-military.com](http://www.humana-military.com), click on “Beneficiary Resources,” then access the “pay quarterly or annual enrollment fees online” feature. You do not have to be a registered user to use this option, which lets you make online credit card payments.
- Call a CBSR at 1-800-444-5445 during normal business hours and make a quarterly or annual credit card payment.

- If you receive billing statements, you can make your payment by mail via check, money order or credit card.
- If you receive service retirement pay, you can make automatic monthly deductions. Call a CBSR at 1-800-444-5445 to set up this payment option.
- You can have monthly payments deducted from your bank account. Call a CBSR at 1-800-444-5445 to set up this automatic payment option.

### How do I get a new TRICARE Prime card?

- Registered users request a new card and print a temporary card in the Online Beneficiary Services section of the site.
- You can call a CBSR at 1-800-444-5445 during normal business hours and request one.

### How do I get a listing of providers in my area?

- Visit the Online Beneficiary Services section of the Humana Military Web site and click on the “Find a Provider” link. You do not have to be a registered user to access this tool, which lets you search by specialty within 60 miles of your ZIP code.
- Call 1-800-444-5445 24 hours a day, 7 days a week and follow the automated service options for locating a provider.

### If I have benefit questions, where do I go for answers?

- Log on to [www.humana-military.com](http://www.humana-military.com), choose Beneficiary Resources, and then TRICARE Resources. This section of the site offers online versions of the *TRICARE Beneficiary Handbook*, as well as other TRICARE brochures and pamphlets that can assist you.
- You can call 1-800-444-5445 during normal business hours and speak directly with a CBSR. ■

## Don't Delay Behavioral Health Care

*continued from page 2*

After eight visits, your behavioral health provider will submit an Outpatient Treatment Report (OTR) to ValueOptions, and a clinician will review your symptoms to ascertain whether further treatment should be approved.

### Call or Go Online to Choose a Provider

While being able to self-refer to eight outpatient therapy sessions is a comfort to many, you must be careful

to select a provider in the TRICARE network. Otherwise, you may incur additional charges under the TRICARE Prime point-of-service option.

Call ValueOptions at 1-800-700-8646 or use the “Find a Provider” tool at [www.humana-military.com](http://www.humana-military.com) to obtain a list of TRICARE providers in your area.

You also can call ValueOptions at the above number if you have additional questions or need more information. ■

## What Services Require Prior Authorization?

TRICARE requires prior authorization for the following behavioral health care services:

- Substance abuse treatment (inpatient or outpatient)
- Inpatient levels of care, including care rendered by residential treatment centers
- Partial hospitalization levels of care
- Psychological testing (including neuropsychological testing)
- Psychoanalysis
- Electroconvulsive therapy

# TRICARE HealthMatters

Humana Military Healthcare Services, Inc.  
500 West Main Street  
P.O. Box 740062  
Louisville, KY 40201-7462

## CONTACTS

**Humana Military**  
1-800-444-5445  
[www.humana-military.com](http://www.humana-military.com)

**PGBA (claims)**  
1-800-403-3950

**ValueOptions (behavioral health)**  
1-800-700-8646

**Pharmacy Customer Service**  
1-866-DoD-TRRx (retail)  
1-866-DoD-TMOP (mail order)  
[www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)

**National TRICARE Web Sites**  
[www.tricare.osd.mil](http://www.tricare.osd.mil)  
[www.tricareonline.com](http://www.tricareonline.com)

**Update DEERS**  
1-800-538-9552  
[www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress)

.....  
*Health Matters* is published by the TRICARE Management Activity. Please provide feedback at <http://www.tricare.osd.mil/evaluations/newsletters>.



## Navigating the Humana Military Web Site

The Humana Military Web site—[www.humana-military.com](http://www.humana-military.com)—offers the information and services you need, 24 hours a day, 7 days a week.

The most popular features available for beneficiaries are housed on a single page, called “Beneficiary Resources,” which can be accessed directly from the home page. Visitors to this page will find a variety of Universal Services and Secured Member Services.

### Universal Services

Anyone visiting the Humana Military Web site can view the information found in the Universal Services section—no site registration required. Here visitors can:

- Find a provider
- Enroll in TRICARE Prime

- Pay TRICARE Prime quarterly or annual enrollment fees
- Learn more about TRICARE
- Read health and wellness information
- Access TRICARE forms

### Secured Member Services

The tools found in the Secured Member Services section are available only to beneficiaries who register for access. After logging in, members have the ability to:

- Request a TRICARE Prime Enrollment Card
- Print temporary TRICARE Prime enrollment verification
- Check referral/authorization status
- Do a “Quick Eligibility Check”
- Review claims status
- Request a primary care manager (PCM) change

- Request an address change
- Registration is quick and easy. Click on the “Sign Up for Secured Member Services” link located on the right side of the page.

### Can't Find It?

Humana Military has created a new Web site search engine that finds answers to your TRICARE questions with greater speed and accuracy than ever before. It uses cutting-edge technology to understand questions and match them with relevant answers found within the TRICARE information on the Web site. For easy access, the search tool is available at the bottom of every page of the site.

Overall, the Humana Military Web site offers the information you need about TRICARE, your benefits, Humana Military and your health. ■