

Quick Reference Guide

Prescriptions filled through TRICARE Retail Pharmacy Network (TRRx)

Speak to a beneficiary/customer service representative	<ul style="list-style-type: none"> • 1.866.DOD.TRRX (1.866.363.8779)
Find network retail pharmacies near you or while traveling	<ul style="list-style-type: none"> • www.express-scripts.com/TRICARE • 1.866.DOD.TRRX (1.866.363.8779)
File a prescription drug claim	<ul style="list-style-type: none"> • Express Scripts, P.O. Box 66518, St. Louis, MO, 63166-6518
Obtain additional claim forms	<ul style="list-style-type: none"> • www.tricare.mil/pharmacy/claims.cfm • MTFs and TSCs • 1.866.DOD.TRRX (1.866.363.8779)

Benefit Information

For a list of:	<ul style="list-style-type: none"> • www.tricare.mil/pharmacy • 1.866.DOD.TRRX (1.866.363.8779)
<ul style="list-style-type: none"> • Prescription medications not covered • Prescriptions requiring prior authorization • Prescriptions with quantity limits • Information on injectables and over-the-counter supplies • Covered prescription medications 	

Beneficiary Customer Service

Within the U.S.	<ul style="list-style-type: none"> • 1.866.DOD.TRRX (1.866.363.8779)
Outside the U.S.	<ul style="list-style-type: none"> • 1.866.DOD.TRRX (1.866.363.8779)
TTY/TDD calls for the hearing impaired	<ul style="list-style-type: none"> • 1.877.540.6261
Mailing address	<ul style="list-style-type: none"> • Express Scripts, P.O. Box 60903, Phoenix, AZ 85082-0903
For more information on your DoD TRICARE Retail Pharmacy benefit:	<ul style="list-style-type: none"> • www.express-scripts.com/TRICARE • 1.866.DOD.TRRX (1.866.363.8779)
For more information about TRICARE:	<ul style="list-style-type: none"> • www.tricare.mil or call • 1.866.DOD.TRRX (1.866.363.8779)

Prescriptions filled through TRICARE Mail Order Pharmacy (TMOP)

– Order a refill by mail through TMOP	<ul style="list-style-type: none"> • www.express-scripts.com/TRICARE
– Check on the status of your mail order	<ul style="list-style-type: none"> • 1.866.DOD.TMOP (1.866.363.8667)
Get a TMOP mail order registration form (included in the benefit guide)	<ul style="list-style-type: none"> • www.express-scripts.com/TRICARE • 1.866.DOD.TMOP (1.866.363.8667) • MTF www.tricare.mil/mtf • TSC • www.tricare.mil/tricare-servicecenters

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Department of Defense

TRICARE Retail Pharmacy Benefit Guide

For Eligible TRICARE Beneficiaries



EXPRESS SCRIPTS®

www.express-scripts.com



Welcome to Express Scripts

TRICARE chose Express Scripts to provide your retail pharmacy services. The Department of Defense (DoD) TRICARE Retail Pharmacy (TRRx) Program offers several advantages:

- The TRRx Program allows you to fill your prescriptions at network pharmacies across the country, not just in your region. You can use a network of approximately 55,000 retail pharmacies in the U.S., Guam, Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands, or you can choose TRICARE's Mail Order Pharmacy (TMOP) service.
- Through the DoD TRRx Program, Express Scripts handles all of your retail pharmacy services centrally — no need to call multiple sites or mail information to multiple locations.
- TRICARE processes all your prescriptions through one database, the Pharmacy Data Transaction Service (PDS), which helps ensure your safety by checking for drug interactions and warnings for prescriptions you fill through mail order, the retail network or at an MTF.

You must make sure your personal information (status, address, phone number, e-mail) is current in the Defense Enrollment Eligibility Reporting System (DEERS) to ensure eligibility for the retail pharmacy benefit. You can check your DEERS eligibility status by contacting the nearest uniformed services ID card facility (www.dmdc.osd.mil/rsl/). You can also visit the TRICARE Web site www.tricare.mil/deers/default.cfm and click on "DEERS Web Site" to update your address, phone number and e-mail address online. If you have eligibility problems, go to an ID card facility or call the DEERS Support Office at 1.800.538.9552, or for the hearing impaired, call (TTY/TDD) 1.866.363.2883.

Express Scripts is proud to be your prescription-drug benefit provider and looks forward to serving your pharmacy needs.

Please keep this guide as a reference for important information.

The DoD and Express Scripts may also use information and prescription data gathered from claims submitted for reporting and analysis purposes without identifying individual patients.

Finally, in response to a court order, subpoena, search warrant, law or regulation, Express Scripts may be legally compelled to release your personal information. If that happens, Express Scripts will notify you, unless doing so would violate the law or court order. Other than the circumstances listed above, Express Scripts will not use or disclose your personal information to a third party without your permission.

HIPAA Compliance and Information Privacy

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) includes provisions to ensure individual privacy regarding your personal health information. Express Scripts is committed to meeting the HIPAA and DoD guidelines related to your privacy. For more information on HIPAA and TRICARE, visit www.tricare.mil/hipaa.

Guam. The retail pharmacy benefit allows you to simply pay the required copayment at a network pharmacy while traveling, without filing a claim for reimbursement. To find a network retail pharmacy near your location, please visit the pharmacy locator at www.express-scripts.com/TRICARE or call 1.866.DOD.TRRX (1.866.363.8779).

Q9. What happens if my prescription reimbursement claim (DD2642) or Prior Authorization request is denied?

You may call 1.866.DOD.TRRX (1.866.363.8779) or write to the address below to inquire about the reason for the denial. You will receive a written notice of the reason your claim was denied and an explanation of your appeal rights if you choose to appeal the denial.

Express Scripts, P.O. Box 60903, Phoenix, AZ 85082-0903

Q10. I used to pay a \$9 copay for my medication and now I have to pay \$22. Why?

A \$22 copayment means that your medication has been designated as nonformulary under the Uniform Formulary regulations. You may wish to consult with your doctor about formulary alternatives. Or, if your doctor feels it is medically necessary for you to receive this medication, and medical necessity is established, the medication will be provided to you at the formulary copayment (\$9).

Your Personal Health and Prescription Information

In order to provide you with pharmacy services and to administer your prescription benefits, Express Scripts may require personal health and prescription drug information from you, your doctor or your retail pharmacy.

We use this information to verify your identity and pricing under the program, to try to identify adverse drug interactions, to accurately process your prescription order and to keep you informed about the proper use of your medications, available treatment and benefit options.

Under the terms of our contract with TRICARE, Express Scripts is required to provide individual pharmacy claims data for payment processing and record keeping. As part of the contract, Express Scripts is also obligated to report to TRICARE any unusual activity that may constitute fraud or abuse of benefits.

Benefit Summary and Copayment/Cost Share Information

The cost of your medication, established by TRICARE, varies according to the type of drug (brand name or generic), the formulary status of the drug and where you get the prescription filled.

The following chart outlines the amount you pay for prescription drugs.

TRICARE Pharmacy Copayments*			
Where You Fill a Prescription	Formulary		Non-formulary*
	Generic	Brand Name	
Military Treatment Facility (MTF)	\$0	\$0	Not Available
TRICARE Mail Order Pharmacy (TMOP) (up to a 90-day supply)	\$3	\$9	\$22
DoD TRRx Network (up to a 30-day supply)	\$3	\$9	\$22
Non-network Retail Pharmacy (up to a 30-day supply) <i>NOTE: Beneficiaries must pay the entire cost of a prescription at a non-network retail pharmacy and then submit a claim (DD Form 2642) for reimbursement.</i>	<p>TRICARE Beneficiaries not Enrolled in Prime \$9 (or \$22 for non-formulary) or 20% of total cost, whichever is greater, after deductible is satisfied:</p> <ul style="list-style-type: none"> • E1-E4: \$50/person; \$100/family • All others: \$150/person; \$300/family <p>TRICARE Prime Beneficiaries 50% cost-share after point-of-service (POS) deductible has been met.</p> <ul style="list-style-type: none"> • POS deductibles: \$300/per person; \$600/family 		

* Visit www.tricareformularysearch.org for a comprehensive listing of drugs and copayments for the TRICARE pharmacy benefit.

There are no copayments (the amount you pay out of pocket) for active duty service members using an MTF pharmacy, the TMOP Program or a DoD TRRx network pharmacy. Active duty service members cannot obtain nonformulary drugs from the TMOP or from a TRRx pharmacy until medical necessity has been determined. All other beneficiaries may obtain any nonformulary drug without medical necessity, but you must pay the higher copayment of \$22. If medical necessity is established you will be charged the formulary copayment (\$9).

Where to Get Your Prescription Filled

TRICARE offers several convenient ways for you to get your prescriptions filled.

Military Treatment Facility (MTF) Pharmacies

An MTF pharmacy provides those medications listed on its local formulary (drug listing). Most MTF pharmacies accept prescriptions written by both civilian and military providers.

To check the availability of a particular drug, contact your nearest MTF in person or by phone.

If an MTF pharmacy is not convenient for you or if the medication you need is not available from the local MTF, fill your prescription by using a network retail pharmacy or the TMOP.

TRICARE Mail Order Pharmacy (TMOP)

With TMOP, you can receive up to a 90-day supply* for most medications you take regularly (for instance, drugs for high blood pressure, asthma or oral contraceptives).

When you use the TMOP service you get:

- **Savings:** You can save up to 66% of retail costs, because your copayment for a 90-day supply is the same as for a 30-day supply at a retail pharmacy.
- **Convenience and safety:** Your medication is mailed to your home in a weather-resistant pouch for your privacy and protection and there is no charge for postage.

To use the TMOP service, just follow these steps:

- 1) Ask your doctor for a prescription (for up to a 90-day supply*, plus refills for up to one year, if appropriate).
- 2) Complete the TMOP registration/order form included in this guide.
- 3) Insert your prescription, completed TMOP registration form, and copayment, if needed, into the pre-addressed, postage-paid envelope (attached to the registration form — use this envelope **only** for your TMOP registration) and mail them. Your prescriptions will be mailed to you within 14 days.

* The DoD Pharmacy and Therapeutics Committee may set quantity limits on some medications. For more information, go to <http://tricare.mil/mybenefit/home/Prescriptions/Medications/QuantityLimits?>

- For the greatest savings opportunities on prescriptions you need right away (such as antibiotics), use an MTF pharmacy.
- For the greatest savings opportunities on prescriptions you take on an ongoing basis (such as drugs for high blood pressure, arthritis, asthma, etc.), use an MTF pharmacy or the TMOP service.

Q6. What do I do for a medication obtained from an overseas pharmacy not covered by the DoD TRRx network?

TRICARE may reimburse you for your purchase of medications when you use an overseas pharmacy. You must file a claim (DD Form 2642) for your prescription.

- If assigned overseas, please contact your overseas TSC for reimbursement rates and assistance in filing your claim. Go to www.tricare.osd.mil/overseas/index.cfm and click on your particular region.
- If assigned stateside, please contact your TRICARE Regional Contractor. Your TRICARE Regional Contractor can be found by visiting www.TRICARE.mil and clicking on the map.

Q7. What is my copayment when a prescription filled in a TRICARE network retail pharmacy is written for less than 30 days or more than 30 days?

Your copayments are not prorated based on the number of days prescribed. If your doctor prescribed a medication for a period of less than 30 days (such as a 10-day course of antibiotics), you pay the full copayment — that is, \$3 (formulary generic), \$9 (formulary brand name), or \$22 (nonformulary drug). If the prescription is for more than 30 days but less than 60 days, you pay a copayment of \$6 (\$3x2) for a formulary generic, \$18 (\$9x2) for a formulary brand-name, or \$44 (\$22x2) for a nonformulary drug at a TRICARE network retail pharmacy.

Q8. If I am on vacation, can I still use my DoD TRRx Program benefit?

Yes. Your DoD TRICARE Retail Pharmacy Program is available everywhere in the U.S., Northern Mariana Islands, Puerto Rico, the U.S. Virgin Islands and

For information on drugs covered under the DoD TRRx program, please visit www.tricare.mil/pharmacy/retailphform.cfm or call 1.866.DOD.TRRX (1.866.363.8779).

Q2. Do some drugs have limitations or special requirements?

Yes. Some prescriptions need a prior authorization before they can be filled. Others may be limited to a certain quantity or supply of medication. To see a list of drugs that require prior authorization or have quantity limits, please visit www.tricare.mil/pharmacy, or call 1.866.DOD.TRRX (1.866.363.8779) if you have a question about a specific drug.

Q3. Are there exceptions to the limitations or special requirements?

Yes. For instance, if your doctor prescribes a drug that exceeds the quantity limit or needs a prior authorization, ask your doctor to contact Express Scripts at 1.866.684.4488. Your doctor needs to justify that the exception to the quantity limit is medically necessary or complete the paperwork for the prior authorization.

Q4. What's the process for getting an injectable medication that has to be administered by a doctor?

Some injectable medications that used to be available through a retail pharmacy are now available as part of your medical benefit. Visit the TRICARE Formulary Search Tool at www.tricareformularysearch.org, or call 1.866.363.8779, to determine if your medication is covered under your TRRx benefit. To obtain an injectable medication not available through your TRRx benefit, please contact your TRICARE Regional Contractor.

Q5. Can I fill my prescriptions at more than one pharmacy?

Yes. You can fill your prescription at an MTF (check availability first), the TMOP or a TRRx retail pharmacy. DoD PDTs reviews your drug history each time you get prescriptions filled at any point of service to check for drug interactions and duplicate prescriptions. Depending on the type of medication you need, you can use more than one option to fill your prescriptions.

New! Member Choice Center

Save time and money while the Member Choice Center (MCC) does the work. If you take medications regularly (to treat conditions such as high blood pressure or asthma), you can benefit from Home Delivery. To help you get started, the MCC will contact your doctor to obtain a new prescription for Home Delivery. Simply log on to our website at <http://www.express-scripts.com/TRICARE> and use the "Change to Home Delivery" feature or call us toll free at 1.877.363.1433.

- For more details on TMOP, please visit www.express-scripts.com/TRICARE or call 1.866.DOD.TMOP (1.866.363.8667).

DoD TRICARE Retail Pharmacy (TRRx) Network

Another option for filling your prescription is to use a DoD TRRx network retail pharmacy. Simply give the network pharmacist your written prescription and your uniformed services identification (ID) card. You will pay a copayment of \$3 for formulary generic, \$9 for formulary brand-name and \$22 for nonformulary drugs for up to a 30-day supply.

To find a DoD TRICARE Retail Pharmacy near you:

- Visit www.express-scripts.com/TRICARE. The online pharmacy locator is updated on the first day of each month. If a pharmacy joined after the first day of the month, it might not appear on the locator until the following month.
- Call 1.866.DOD.TRRX (1.866.363.8779).

Non-Network Retail Pharmacy

Your medications will cost the most at non-network retail pharmacies because they do not belong to the DoD TRRx network. At non-network pharmacies you will pay full price for your medication. To be reimbursed for non-network pharmacy claims, you must fill out the enclosed claim form (DD 2642), attach the required paperwork as described on the DD2642, and mail it to:

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

You can download additional claim forms (DD 2642) at www.express-scripts.com/TRICARE or www.tricare.mil/pharmacy/claims.cfm. Claim forms may also be obtained at TRICARE Service Centers and MTFs.

Generic Drugs

Generic drugs are medications approved by the U.S. Food and Drug Administration (FDA) that are clinically equivalent to brand-name products. For more information about generic drugs, go to www.fda.gov/cder/ogd. Ask your doctor about using generic drugs when available. Generics give the same safe, effective treatment that you get from brand-name drugs, and help you and the Department of Defense save money.

Your **copayment will always be lowest** when you fill a prescription with generic drugs at a network retail pharmacy or through TMOP.

It is DoD's policy to substitute generic medications for brand-name medications when available. Brand-name drugs that have a generic equivalent will be dispensed only if the prescribing physician justifies medical necessity for use of the brand-name drug in place of the generic one.

If a generic-equivalent drug does not exist, the DoD TRICARE network retail pharmacy dispenses the brand-name drug at the brand-name copayment.

Using TRRx With Other Health Insurance (OHI)

Having OHI does not prevent you from using the DoD TRRx Program. TRICARE becomes second payer in these situations (supplemental and discount prescription-drug programs such as Senior Friends and AARP do not count as OHI pharmacy coverage). Tell your pharmacist you have TRICARE coverage in addition to your OHI at the time you have your prescription filled at your participating pharmacy. The prescription can be coordinated online, and you'll never have to submit another manual reimbursement claim. (Note: If you are using a mail order program, online coordination is not an option). To be reimbursed for the eligible portion of your out-of-pocket expenses, submit a claim form (DD 2642) and medication receipts showing OHI payment to:

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

If you have OHI, TRICARE becomes first payer when:

- The drug is not covered by your OHI, but is covered by TRICARE. To be reimbursed, you must obtain an Explanation of Benefits (EOB) from your OHI provider stating the

medication is not covered and submit the EOB to Express Scripts with a claim form.

- Coverage under your OHI is used up for the year. You must obtain an EOB from your OHI provider stating your OHI coverage ended for the year and submit it to Express Scripts with a claim form.

For more information on the impact of OHI, please visit www.tricare.mil/claims/ohi.cfm or call 1.866.DOD.TRRx (1.866.363.8779).

NOTE: You cannot use the TMOP benefit when your other health insurance has pharmacy coverage until the following conditions are met: medications are not covered by OHI, but covered by TRICARE; or OHI coverage is exhausted.

Uniform Formulary (UF)

The UF process establishes a nonformulary copay of \$22 for up to a 30-day or 90-day supply, depending on whether you use a TRRx network pharmacy or the TMOP. You may also fill your prescriptions for nonformulary medications at a non-network pharmacy, but you will pay significantly more and must meet a deductible. Patients using nonformulary medications may wish to consult with their doctor about formulary alternatives. For more information on the UF visit www.tricare.mil/pharmacy or call 1.866.DOD.TRRx (1.866.363.8779).

Frequently Asked Questions

Q1. Are there any prescription drugs that are not covered at a TRICARE network retail pharmacy?

The most common products that are not covered include those for smoking cessation, weight loss and cosmetic purposes as well as most over-the-counter (OTC) products. Some OTC items that are covered include alcohol swabs, needles and syringes for home-use injectable drugs, glucose test strips, insulin and insulin syringes, lancets and spacers for inhalers. If you are taking medications from certain drug classes, you may be eligible to receive the OTC version of that medication from either your participating retail pharmacy or the TMOP for free. For information on how to participate in the TRICARE OTC Demonstration Project, please call 1.866.DOD.TRRx (1.866.363.8779).