

Department of Defense

# TRICARE Mail Order Pharmacy Beneficiary Guide

*For Eligible Uniformed Services Health System Beneficiaries*



EXPRESS SCRIPTS®



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## How to Use Express Scripts

### To Fill a New Prescription by Mail

- Ask your doctor to write a new prescription for the maximum days supply allowed (90-day supply on most medications).
- Complete the Mail Order Registration Form attached to this guide. This form needs to be completed only once, unless health conditions change.
- Insert the form, your written prescription, and mail your payment by credit card (preferred), check or money order in the pre-addressed, postage-paid envelope. To ensure proper prescription fulfillment, follow all instructions on the order form.

### To Fill a New Prescription by Fax

- You can ask your doctor to fax your new prescription directly to Express Scripts, toll-free, 1.877.895.1900. Overseas, please fax to 1.602.586.3911.

***Note:** Only prescriptions faxed directly from your doctor's office can be accepted. Prescriptions for Schedule II controlled substances cannot be faxed; by law, they must be mailed.*

### To Order Refills Online for Delivery by Mail

- Go to: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).
- At your first online visit, complete the brief registration process. This will make future visits fast and easy. The Web site gives you access to information about your order status, refills, and general prescription drugs and health conditions.

### To Order Refills by Phone for Delivery by Mail

- Call, toll-free, 1.866.DOD.TMOP (1.866.363.8667).
- Have your sponsor's Social Security number, your prescription number and credit card information ready when you call.

***Time to Refill:** You can expect your order to arrive at U.S. postal addresses 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. You may want to allow a few extra days for APO/FPO delivery.*

***Delivery Information:** Prescriptions can be mailed to any U.S. address, including temporary addresses, APO and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the embassy address. Prescriptions cannot be mailed to private foreign addresses.*

***Note:** Refrigerated medications cannot be shipped to APO/FPO addresses.*

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## About Your Copayment

Your copayment is based on the type of medicine you and your doctor choose.

### Copayment for up to 90-Day Supply

| Type of Drug             | Active Duty Personnel | All Other Beneficiaries |
|--------------------------|-----------------------|-------------------------|
| Generic                  | \$0                   | \$3                     |
| Formulary Brand-Name     | \$0                   | \$9                     |
| Non-Formulary Brand-Name | Approval Required*    | \$22                    |

*\*Active duty personnel may obtain non-formulary drugs at a \$0 copayment only if medical necessity has been established. Medical necessity information should be submitted along with the prescriptions. The DoD Pharmacy and Therapeutics Committee may set quantity limits on some medications. For more information, go to [www.tricare.osd.mil/pharmacy/tmop.cfm](http://www.tricare.osd.mil/pharmacy/tmop.cfm).*

### If You Have Other Health Insurance

If you are covered by other health insurance (OHI) with a pharmacy benefit, you may not use TMOP unless the other plan does not cover the medication needed or coverage from your other plan has been exhausted.

- If the medication needed is not covered by your OHI, submit the prescription and the Explanation of Benefits from the OHI to Express Scripts. If the drug is covered by TMOP, Express Scripts will fill the prescription.
- If you reach your OHI's benefit cap, submit a copy of the cap notice to Express Scripts with your prescription. If the drug is covered by TMOP, Express Scripts will fill the prescription until your OHI pharmacy benefit is renewed.

### If Your Prescription Is Denied

Under certain circumstances, you may have the right to appeal decisions related to your benefits.

If your prescription is denied, please call 1.866.DOD.TMOP (1.866.363.8667) for instructions regarding your right to appeal.

## Quick Reference Guide

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| <b>Formulary Information</b> <ul style="list-style-type: none"><li>• For a detailed listing of covered drugs, excluded drugs and quantity limits</li></ul>  | <ul style="list-style-type: none"><li>• <a href="http://www.tricare.osd.mil/pharmacy/tmop.cfm">www.tricare.osd.mil/pharmacy/tmop.cfm</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul> |
| <b>Prescribing Restrictions</b> <ul style="list-style-type: none"><li>• To find out whether your prescription requires prior authorization or has quantity limits</li></ul>   | <ul style="list-style-type: none"><li>• <a href="http://www.tricare.osd.mil/pharmacy/tmop.cfm">www.tricare.osd.mil/pharmacy/tmop.cfm</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul> |
| <b>Injectables and Over-the-Counter Drugs</b> <ul style="list-style-type: none"><li>• In general, injectable and over-the-counter medications are available only if specifically listed as Covered Drugs.</li><li>• Diabetic supplies — including test strips, syringes and needles — are covered products.</li></ul> | <ul style="list-style-type: none"><li>• <a href="http://www.tricare.osd.mil/pharmacy/tmop.cfm">www.tricare.osd.mil/pharmacy/tmop.cfm</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul> |
| <b>Order a Refill</b>   | <ul style="list-style-type: none"><li>• <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul>             |
| <b>Check on the Status of Your Order</b>  | <ul style="list-style-type: none"><li>• <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul>             |
| <b>Get a Mail Order Registration Form</b>   | <ul style="list-style-type: none"><li>• <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a></li><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul>             |
| <b>Speak to a Registered Pharmacist</b>   | <ul style="list-style-type: none"><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul>  |

### Contact Us

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| <b>Within the United States</b>        | <ul style="list-style-type: none"><li>• Toll-free, 1.866.DOD.TMOP (1.866.363.8667)</li></ul>  |
| <b>Outside the United States</b>       | <ul style="list-style-type: none"><li>• For on-base commercial: Toll-free, 1.866.ASK4PEC (1.866.275.4732); otherwise, check the PEC Web site for specific in-country, toll-free service where established</li></ul> |
| <b>TDD If Your Hearing Is Impaired</b> | <ul style="list-style-type: none"><li>• Toll-free, 1.877.540.6261</li></ul>   |
| <b>Online</b>                          | <ul style="list-style-type: none"><li>• <a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a></li></ul>  |
| <b>Mailing Address</b>                 | <ul style="list-style-type: none"><li>• PO Box 52150<br/>Phoenix, AZ 85072-9954</li></ul>   |