



Delivering your TRICARE[®] pharmacy plan

While you're deployed, count on our help with your long-term medication.



Service Member Edition

Overview

This booklet helps you understand how to participate in the TRICARE® Deployment Prescription Program (DPP).

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As you prepare for deployment...

You have a lot of important arrangements to make before your assignment starts. We're here to make sure receiving your medication is one less thing for you to think about.

TRICARE Pharmacy's Deployment Prescription Program (DPP) lets you fill prescriptions and get refills through TRICARE Pharmacy Home Delivery while you're deployed.

It's important to take your maintenance medication as directed by your doctor. With TRICARE Pharmacy Home Delivery, you can count on your maintenance medication being delivered to you on time – right when and where you need it.

Express Scripts is honored to administer your TRICARE pharmacy benefit and truly appreciates your service to our nation.



Eligibility

You're eligible to participate in the DPP if you're:

- **A deployed service member**
 - No copayments
 - May receive up to a 180-day supply of long-term medication
- **A deployed contractor or civil service employee AND you're eligible for TRICARE (for example, a retiree or spouse)**
 - Your prescriptions are limited to a 90-day supply
 - Spouse will use the sponsor's Social Security Number (SSN)
 - You must pay applicable copayments

Exception: Not available if you have other health insurance (OHI) with a pharmacy benefit. By law, TRICARE is the second payer and you have to utilize your other pharmacy benefit.



- **Getting your health care through the Transitional Assistance Management Program**
 - Eligible to use TRICARE mail order pharmacy
 - Responsible for any applicable copayments
 - Limited to a 90-day supply only
 - If orders have been extended, update record with DEERS to reflect active status to be eligible for a 180-day supply

Ineligible beneficiaries

You are NOT eligible for the Deployment Prescription Program if you're a DoD contractor or civil service employee (not eligible for TRICARE Pharmacy Home Delivery).

Getting your medication

Before deployment

- Before your deployment, you should receive no less than a 180-day supply of your long-term medication(s) from the pre-deployment pharmacy.
- Provide your full name, SSN, email address and current mailing address to complete the DPP Rx form.
- If you don't update your mailing address, your medication will be shipped to the address we have on file.
- Register your free Express Scripts account at express-scripts.com/tricare.

Submitting your prescriptions before deployment

1. The Processing Center sends in your pre-deployment prescription for processing.
2. Express Scripts will send you an email 2 months into your deployment, reminding you to update your Express Scripts online registration with a current mailing address (APO/FPO). To access the Express Scripts website, go to express-scripts.com/tricare.
3. Express Scripts will send you an email 4 months into your deployment reminding you to order your medication.
4. You request refills from your Express Scripts online account. Express Scripts will only fill requested medication.
5. Express Scripts will send your prescription to the address provided when you ordered the medication. The average shipping time to an in-theater address is approximately 3-4 weeks.



Important notice: If you're deploying to an area where malaria is a concern, you'll receive a 12-month supply of malaria medication.



Treatment Tip:

Make sure to get up to a 180-day supply so you don't disrupt the DPP process or see delays in your treatment.



Getting your medication while you're deployed

1. If there's no prescription on file with Express Scripts or if there's a change in treatment, you should see an in-theater provider for a new prescription.
2. Your prescription is submitted to Express Scripts by the provider for processing.
3. Express Scripts will fill the prescription automatically.

Note: It's not necessary to request the initial fill online on the Express Scripts website.

4. Express Scripts will send your prescription to the address provided when you ordered the medication.

Note: Average shipping time to an address in theater is approximately 3-4 weeks.

Providing your contact information

It's very important to keep your contact information current while you're deployed.

Mailing address

- Change your permanent mailing address to your current APO/FPO address.
- Do NOT input your deployed address as a temporary address.
- If your mailing address isn't updated, your medication(s) will be sent to the address currently on file, which will delay your delivery until your deployed address can be verified.
- If your order should be shipped to a stateside address, please include it on the DPP prescription form to avoid delays.

Email address

The Express Scripts DPP team will email you with the following information:

- Reminders when your prescriptions have been received
- Notifications of any problems with your prescriptions
- Requests for prescription or personal information we need to process your order

If you don't receive an email from the Express Scripts DPP team 60 days after arriving in theater, please contact us by phone or email:



1.855.215.4488 (toll free); or **1.480.438.8344**
24 hours a day, 7 days a week



deployedprescriptionprogram@express-scripts.com

Note: If you're calling after hours, please leave a voicemail with your name, reason for your call and the best way to reach you. Express Scripts will contact you.

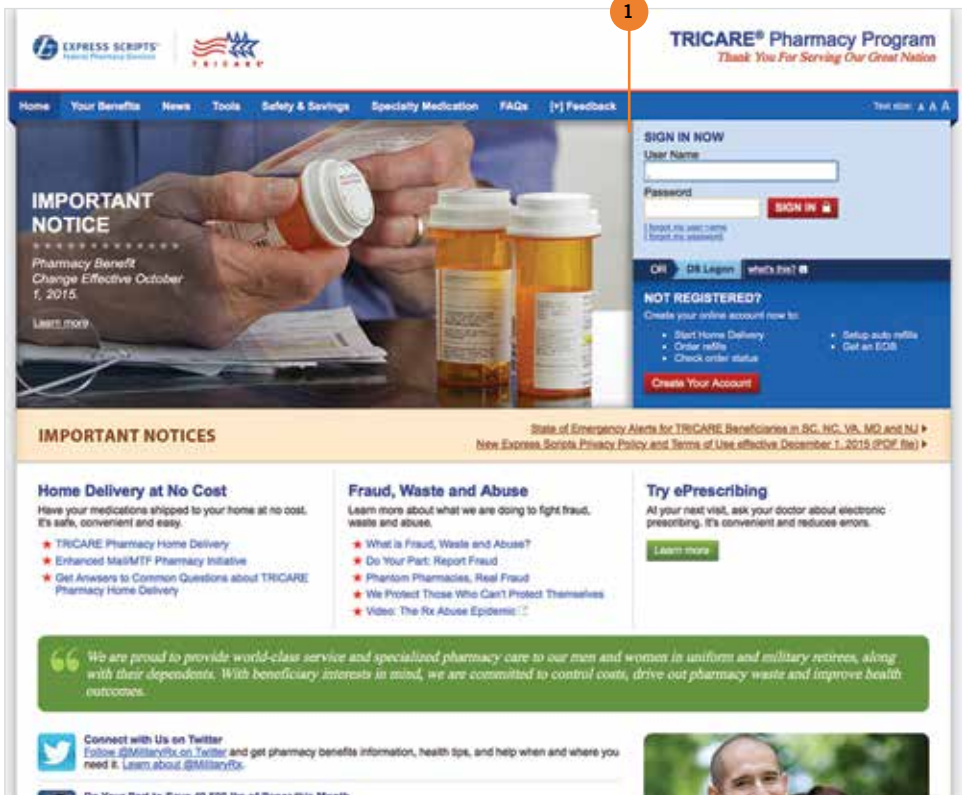


Treatment Tip:

Keeping your contact info up to date while deployed will avoid delays.

Change your contact information using the Express Scripts TRICARE Pharmacy website

1. Login to the secure website at express-scripts.com/tricare
2. Navigate to the My Account tab (at the top)
3. Click on Update Address or Change User Name and Email
4. On the Account Settings screen, you can update your personal information, including:
 - Mailing address
 - Email address
 - Phone number(s)
 - Payment information
 - Communication preferences



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Federal Pharmacy Services

TRICARE

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Items in Cart

Proud to Deliver®
Prescription Home Delivery through the TRICARE Mail Order Pharmacy

Save Time and Money by Using TRICARE Pharmacy Now!

- ★ To transfer prescriptions from an MTF pharmacy to TRICARE Mail Order Pharmacy, click here.
- ★ Have a question regarding your benefits? Visit our FAQ to get the answers.

Recent order status [Go to full order status](#)

Pamine Tabs 2.5mg View details	Rx #: 11111111111111111111	Exp: 1/1/2016-12/31/2016	Prescription Request Has Been Received >
Premarin Tabs 0.3mg View details	Rx #: 11111111111111111111	Exp: 1/1/2016-12/31/2016	Prescription Request Has Been Received >
Menest Tabs 0.3mg	Rx #: 11111111111111111111	Exp: 1/1/2016-12/31/2016	Prescription Request Has Been Received >

Prescriptions you can order today [Find a prescription not listed below](#)

You do not have any prescriptions to view at this time.

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Get to: [Home](#) > [Settings](#) > [Update your account settings](#)

Account settings

Welcome to your account settings. To view your settings in detail, please select the categories under Account information and Preferences. To update your profile, click on the upper-right corner of the information box.

Your information

- Personal information
- Phone numbers
- Username and e-mail
- Payment information
- Address**
- Health questionnaires
- Delete your online account

Address [Edit information](#)

Your current active address:

300 N. WASHINGTON ST.
WASHINGTON, DC, DC 20540-0001
Phone: (202) 696-8000

[View your address book](#) to manage your household addresses.

Your preferences

- Viewing preferences**
- Communication preferences

Viewing preferences [Edit preferences](#)

View the full name for each drug on

Preferred language for online accounts

Preferred language for written communication(excluding email)

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Submitting a new prescription

You have several options for submitting a new prescription to TRICARE Pharmacy Home Delivery:



Fax

(Providers & Processing Centers only)

1.877.327.8038 (Preferred)

The cover sheet must indicate fax origin, number of pages and sender's contact information.



DPP Server

(Providers & Processing Centers only)

Clinic/pharmacy may upload the prescription via DPP secure server.



U.S. Mail

(Required for CII prescriptions)

Express Scripts

P.O. Box 52012

Phoenix, AZ 85072-2012



Email

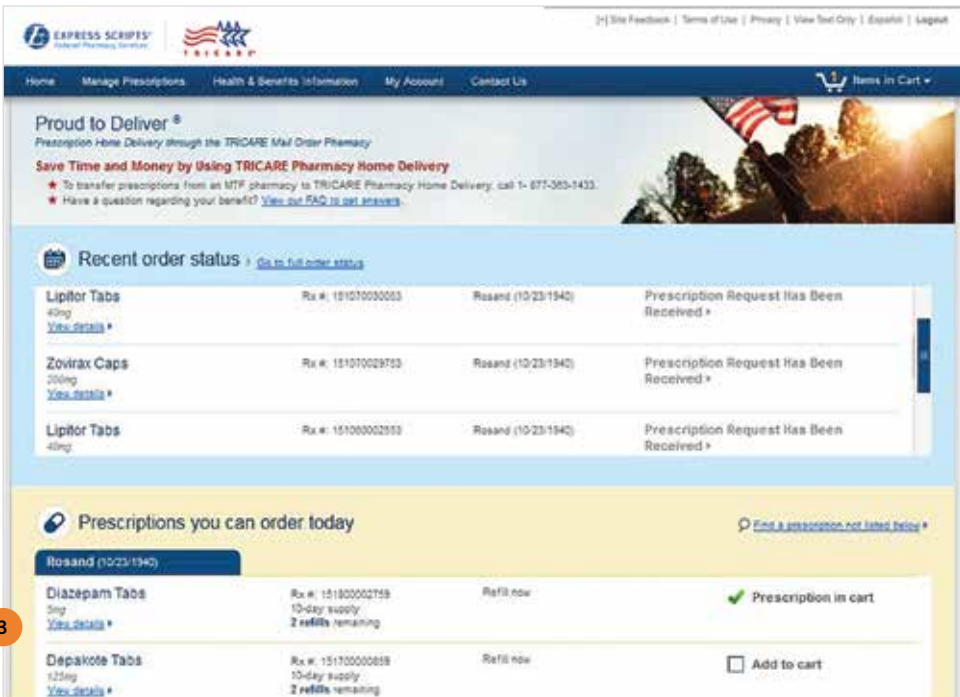
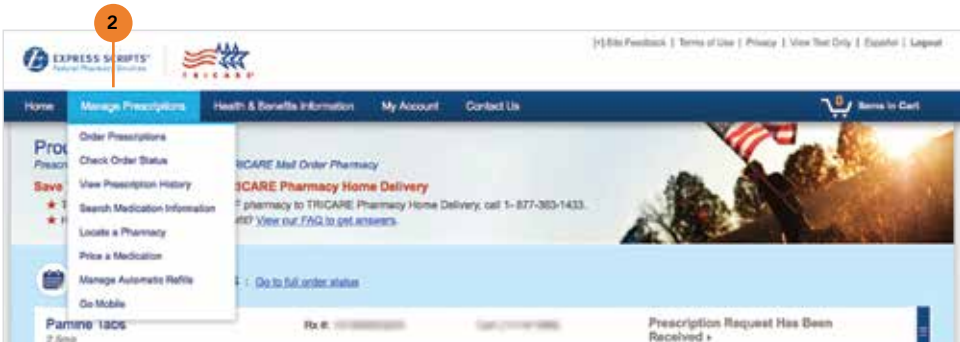
Do NOT submit prescriptions via email.

Requesting refills

You can request refills using the Express Scripts TRICARE pharmacy website.

Follow these steps:

1. Login to the secure website at express-scripts.com/tricare
2. Go to the Manage Prescriptions tab (at the top)
3. Click on Prescriptions You Can Order Today





Home Delivery prescription limitations

Because of the limitations listed below, you may not be able to order all your medication using TRICARE Pharmacy Home Delivery:

Controlled – CII

- **Required:**
 - A hard-copy paper prescription
 - A provider's valid personal DEA# (a facility DEA# will NOT be accepted)
 - A provider's handwritten signature; photocopied, scanned, faxed or digitally signed prescriptions will NOT be accepted
- CII prescriptions may be authorized for a maximum of a 90-day supply only with no refills
- If errors are identified, a NEW prescription may be required
- ALL CII prescriptions MUST be mailed to:
Express Scripts
P.O. Box 52012
Phoenix, AZ 85072-2012

Controlled – CIII-CV

- **Required:**
 - A provider's valid personal DEA # (a facility DEA# will NOT be accepted)
 - A provider's handwritten signature; photocopied or digitally signed prescriptions will NOT be accepted
- If errors are identified, a NEW prescription may be required
- CIII-CV prescriptions may be faxed or scanned to Express Scripts

Over-the-counter (OTC) medications

- OTC medications are NOT part of the TRICARE pharmacy benefit through Home Delivery
 - **Exceptions:** Prilosec, Claritin, Claritin D, Zyrtec, Zyrtec D and fexofenadine
- Brand Allegra will not be a covered OTC

Refrigerated packaging

- Medication requiring refrigerated packaging will NOT be shipped to APO/FPO addresses

Non-deployable medications*

- Proof of an approved CENTCOM waiver is required for medication that is disqualifying for deployment
- Prescriptions for non-deployable medications will not be honored UNLESS:
 - Your providers submits a copy of an approved CENTCOM waiver**

OR

- Medical/pharmacy personnel can:
 - Confirm that CENTCOM waiver has been approved for this member/medication

OR

- Provide documentation/confirmation that the member/Rx fall under circumstances which do NOT require a waiver



Treatment Tip:
Over-the-counter medication is NOT part of the TRICARE Home Delivery benefit.

Psychotropic medications***

- A 180-day supply of psychotropic medication may be supplied at the pre-deployment processing center
- Mail order prescriptions for psychotropic medication will NOT be accepted from pre-deployment sites
- You MUST see a provider in theater for all follow-up care/prescription renewals to ensure close monitoring

Smoking Cessation

- Now covered by the TRICARE pharmacy benefit

Note: Chantix is considered a non-deployable medication and proof of waiver is required



Treatment Tip:

Trying to quit?
Smoking
cessation
medication is
now covered.

* Reference PPG TAB A, medications which may be disqualifying for deployment

** Reference USCENCOM Deployment Policy current MOD, Medical Waivers

*** Reference USCENCOM Deployment Policy current MOD, Exceptions
<https://www.express-scripts.com/TRICARE/tools/deployedrx.shtml>



Contact info



Phone

1.855.215.4488 or **1.480.438.8344**

24 hours a day, 7 days a week



Email

deployedprescriptionprogram@express-scripts.com



Mail

Express Scripts

P.O. Box 52012

Phoenix, AZ 85072-2012



Fax

1.877.327.8038

Note: If you're calling after hours, leave a voice mail with your name, reason for your call and the best way to reach you. We'll return your call.

