




For Beneficiaries
Using the Deployment
Prescription Program

READY TO DELIVER THE MEDICATION YOU NEED

TRICARE HOME DELIVERY PHARMACY PROGRAM





YOUR MEDICATION DELIVERED SAFELY AND SECURELY RIGHT TO YOU

To stay focused and deliver on your mission, you need to know your medication will be on hand when and where you need it – at home or while deployed, on land or at sea.



TRICARE Home Delivery Pharmacy Program is the most convenient and secure way to get your medication before, during and after your deployment.

This booklet explains how the Deployment Prescription Program enables you to fill new prescriptions and get refills through Home Delivery. Remember, it's crucial for your health and readiness that you take all medication as directed by your prescriber.

Who is eligible?

Eligible Beneficiaries	Medication Supply	Copayment
Deployed Service Members	Up to 180 days	\$0
TRICARE-eligible deployed contractors; civil service employees; retirees or spouses ¹	Up to 90 days	Paid by beneficiary, if applicable
Transitional Assistance Management Program (TAMP) participants ²	Up to 90 days	Paid by beneficiary, if applicable

¹ Spouse will use the sponsor's Social Security Number

² If orders have been extended, update your record with DEERS to reflect active status to be eligible for a 180-day supply.

Deployed contractors or civil service employees who have other health insurance (OHI) are **not eligible** for the DPP or Home Delivery. Please consult with your OHI for your prescriptions.



Before deployment

Complete these three simple steps before you deploy so you'll always have access to your medication.

- 1. Get up to a 180-day supply of your current medication from the pre-deployment pharmacy at your location.** Also, ask your doctor to send your prescription to Express Scripts. If you're deploying to an area where malaria is a concern, talk to your provider about obtaining malaria medication from the pre-deployment pharmacy.
- 2. Create and sign in to your Express Scripts account online at express-scripts.com/TRICARE.** As soon as it's known, update your mailing address to your deployment APO/FPO address. Your medication will be delivered to the address on file. Remember to use the email account you plan to access while deployed.
- 3. Download the Express Scripts® mobile app** to access your account and manage your medication anytime. You can track when your order is received and processed and when your medication has been shipped.

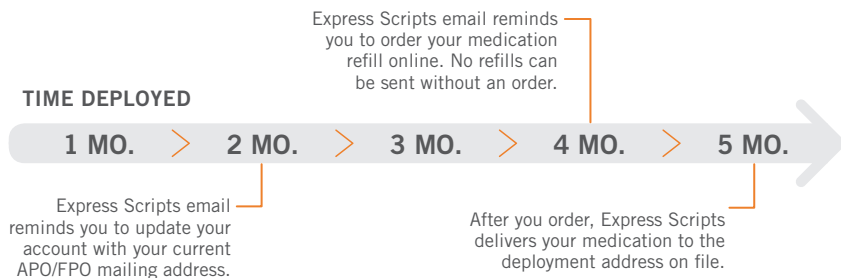


While deployed

Medication refills

To ensure secure delivery to the correct deployment address, all refills must be ordered online at [express-scripts.com/TRICARE](https://www.express-scripts.com/TRICARE).

Here's how it works:



Missing, new or changing medications

If there's no prescription on file with Express Scripts or if there's a change to your treatment that requires a new medication:



See a deployed provider and request a new Rx.



Your provider submits Rx to Express Scripts.



Express Scripts fills Rx automatically.



Express Scripts delivers your medication to the deployment address on file.

Average shipping time to an APO/FPO address while deployed is approximately 3 to 4 weeks.



How to order refills

1. Sign in to our secure website at express-scripts.com/TRICARE or to the **Express Scripts mobile app**.
2. Under **Prescriptions**, add eligible prescriptions to your cart/order.
3. Follow the prompts to checkout.



Keeping current

While deployed, it is critical to keep your mailing address, email and other personal information current to avoid delays in receiving your medication or important notices.

Your mailing address

All medication will ship to the address on file with Express Scripts.

- Sign in to your Express Scripts account and change your mailing address to your deployment APO/FPO address.
- Do NOT input your deployment address as a temporary address.
- If your order needs to be shipped to a stateside address, ask your prescriber to list it as your mailing address on the DPP Prescription Form, or sign in and update your address in your Express Scripts account.

Your email

Express Scripts may email you with the following information:

- Requests for prescription or personal information needed to process your order
- Notifications of any problems with your prescriptions
- Refill reminders and shipping confirmations
- Confirmations that a prescription has been received from a provider

How to update your personal information online

1. Sign in to our secure website at express-scripts.com/TRICARE
2. Under **Account**, select the information you wish to update from the drop-down menu.
3. Update your personal information.



Special exceptions

Controlled medication

Prescriptions for Schedule II controlled medications (CII) may be authorized for Home Delivery with a waiver for a maximum 90-day supply with no refills. **CII prescriptions must be mailed to Express Scripts.** Please allow 3 to 4 weeks for Express Scripts to receive it. Normal processing times will apply.

Over-the-counter (OTC) medication

Most OTC medications are NOT available through Home Delivery except for **the following generic drugs which may be ordered** with a prescription from your doctor:

- Cetirizine (generic for Zyrtec®)
- Fexofenadine (generic for Allegra®)
- Loratadine (generic for Claritin®)
- Omeprazole (generic for Prilosec OTC®)

Refrigerated packaging

Medications requiring refrigerated packaging cannot be shipped to APO/FPO addresses.

After deployment

When you're back home, there are three easy ways to continue the advantages of Home Delivery:



Ask your provider to e-prescribe or fax your prescription to Express Scripts



Use the Express Scripts mobile app or visit **[express-scripts.com/TRICARE](https://www.express-scripts.com/TRICARE)** to order refills online



Call toll-free **1.855.215.4488** for help anytime

Remember to update your mailing address at **[express-scripts.com/TRICARE](https://www.express-scripts.com/TRICARE)**.





Contact us

We provide peace of mind that your medication will be there for you, so you can stay focused on your mission. If you have any questions, please visit our website or contact us:

 [express-scripts.com/TRICARE](https://www.express-scripts.com/TRICARE)

 deployedprescriptionprogram@express-scripts.com

 **1.855.215.4488**
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