



# Delivering your TRICARE<sup>®</sup> 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).

Eligibility .....	4
Getting your medication .....	5
Getting your medication while you're deployed .....	6
Providing your contact information .....	7
Submitting a new prescription .....	10
Requesting refills .....	11
Home Delivery prescription limitations .....	12
Contact info .....	15



## 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](https://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](https://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.

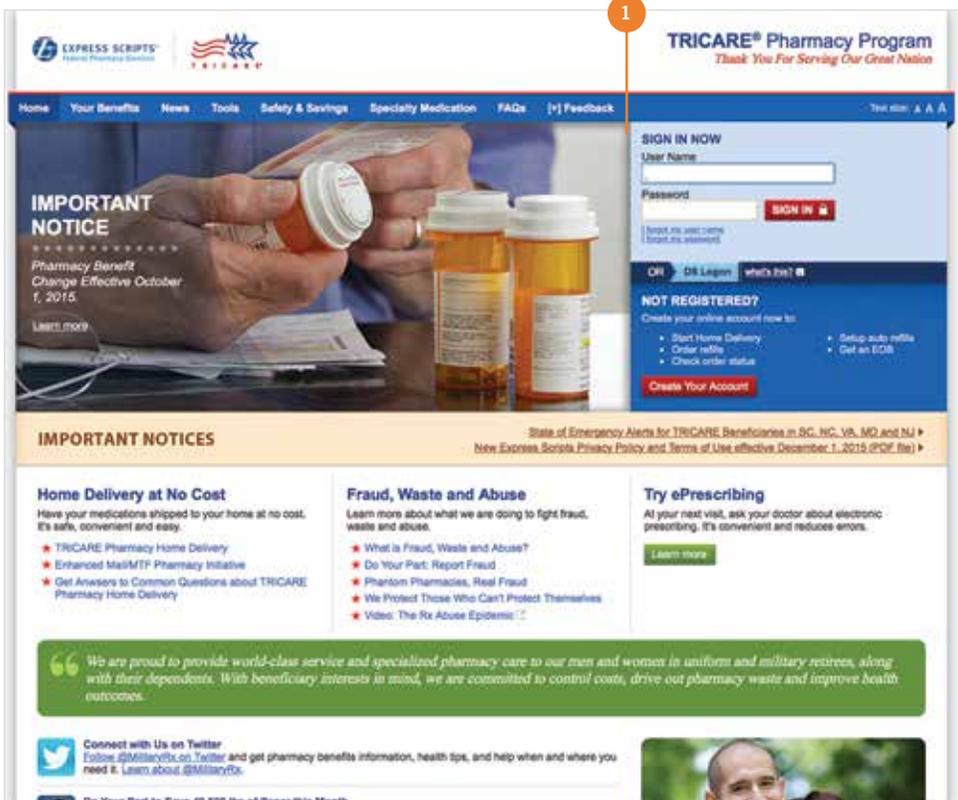


### Treatment Tip:

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](http://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



EXPRESS SCRIPTS®  
Federal Pharmacy Services

TRICARE

[Site Feedback | Terms of Use | Privacy | View Text Only | Español | Logout]

Home Manage Prescriptions Health & Benefits Information **My Account** Contact Us

Items in Cart

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

**Save Time and Money by Using TRICARE Pharmacy Mail Order**

- To transfer prescriptions from an MTF pharmacy to TRICARE Mail Order
- Have a question regarding your benefit? [View our FAQ to get the answers you need.](#)

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

<b>Pamine Tabs</b> 2.5mg <a href="#">View details</a>	Rx #: 11111111111111111111	Exp: 1/1/2016	Prescription Request Has Been Received >
<b>Premarin Tabs</b> 0.3mg <a href="#">View details</a>	Rx #: 11111111111111111111	Exp: 1/1/2016	Prescription Request Has Been Received >
<b>Menest Tabs</b> 0.3mg	Rx #: 11111111111111111111	Exp: 1/1/2016	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.

EXPRESS SCRIPTS®  
Federal Pharmacy Services

TRICARE

[Site Feedback | Terms of Use | Privacy | View Text Only | Español | Logout]

Home Manage Prescriptions Health & Benefits Information My Account Contact Us

Items in Cart

Go 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) 456-0000

[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)

This page was last updated on 10/27/2015.  
© 2015 Express Scripts Holding Company. All Rights Reserved.  
TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.



## 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**

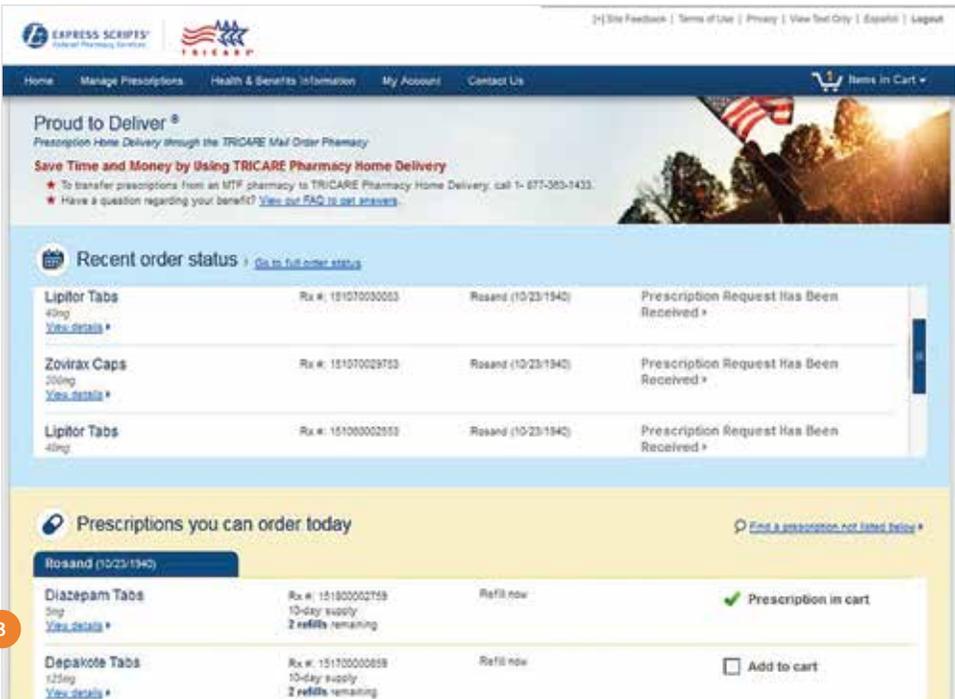
Do NOT submit prescriptions via email.

# 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](https://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.

