

TRICARE Pharmacy Home Delivery

The Department of Defense (DoD), TRICARE Management Activity, Pharmaceutical Operations Directorate has taken an initiative to promote TRICARE Home Delivery. The benefits of this program have proven to be monumental, spanning from patient safety and convenience to a significant reduction in cost for the beneficiary and DoD.

Currently, 250K+ prescriptions per week are being delivered to beneficiaries' homes through the mail. The average cost for prescriptions received through home delivery are 30% less than through retail pharmacies. Prescriptions for 90-day supplies are offered at the same price as 30-day supplies, resulting in a 66% reduction in beneficiaries' co-payment costs on 90-day supply prescriptions. Active Duty Service Members have no copays at any point of service. The TRICARE Pharmacy Home Delivery drive increased the usage of pharmacy home delivery from 3.9% in 2009 to 12.3% in 2010 and reduced retail pharmacy usage from 7.5% in 2009 to 4.2% in 2010. The total cost savings to the DoD was \$30.7 Million.

Moving beyond cost reduction, the most important aspect of this program is safety and convenience. TRICARE Home Delivery pharmacists are available 24 hours a day, 7 days a week to review prescriptions and provide medication counseling to beneficiaries. This method enhances safety by ensuring that beneficiaries have access to care and a pharmacist around the clock. This program sends prescriptions directly to the beneficiaries' homes without a delivery charge. In addition, beneficiaries are provided with the option of enrolling in auto-refills and/or refilling prescriptions via mail, phone, or online. These options increase convenience, allowing beneficiaries to save time while promoting confidentiality and hopefully, escalating adherence to prescribed therapy.

TRICARE's Pharmacy Home Delivery program is a comprehensive service. It provides beneficiaries with the best possible care while drastically reducing the ever increasing rise in medication costs. TRICARE's goal is to increase the number of home delivery prescriptions from 250K+ per week to 500K+ per week.

PHS Pharmacy Officer, RADM Thomas J. McGinnis serves as Chief, Pharmaceutical Operations Directorate, responsible for pharmacy operations of the TRICARE Management Activity. He challenges you to give TRICARE Home Delivery a try to help sustain this great TRICARE pharmacy benefit.

Why Should You Choose TRICARE Pharmacy Home Delivery

MAKE THE CHOICE FOR:

Savings and Convenience

Order up to a 90-day supply for same copayment as 30-day supply in retail: copayments for home delivery are \$3 for generics, \$9 for formulary brands, and \$22 for non-formulary medications for up to a 90-day supply. Active Duty Service Members have no copays at any point of service.

Prescriptions delivered directly to your home—with free standard shipping.

Order refills easily by mail, phone, or online, or sign up for auto refills that will be sent automatically.

Safety and Personal Attention

Pharmacists check every prescription for accuracy.

When you're enrolled in the mail order program you can call our toll-free phone line to talk to a pharmacist 24 hours a day, any day of the week.

Flexibility to Travel

Have your prescriptions mailed to a temporary address simply by calling **1-877-363-1303** and providing the address and travel dates to a customer service representative. Any remaining refills will be automatically mailed to your home address when you return.

Auto Refills

A convenient feature ensures you never run out of your medication! After you enroll in the Auto Refill program, TRICARE will automatically fill your prescriptions when

It's Easy to Choose Home Delivery

The Member Choice Center (MCC) does the work for you. Start saving money and time by choosing to switch from retail to home delivery for your prescription maintenance medications.

The MCC will contact your doctor to get a new prescription when your current one expires.

You can contact the MCC by phone (**1-877-363-1433**) to get started or use the “get started with Home Delivery” feature at www.express-scripts.com/TRICARE.

Prescription(s) arrive at a U.S. postal address within 10–14 days. When using home delivery for the first time, please have at least a 30-day supply on hand to ensure that you receive your first prescription before your current supply runs out.

Other Easy Options for Choosing Home Delivery

- First, register by mail, phone (**1-877-363-1303**) or online:

www.express-scripts.com/TRICARE (*click on the pill bottle on the left hand side of the screen*).

- Then, download and fill out the home delivery form at:

http://express-scripts.com/TRICARE/docs/web_standard_dodmailorderform.pdf and send with prescriptions and check, money order, or credit card number for copayment to:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072

it's time and mail them to you.

- Your physician can fax new prescriptions directly to Express Scripts **(1-877-895-1900)**.

Please contact the MCC at 1-877-363-1433 for additional information or visit www.express-scripts.com/TRICARE.