

Mail Order Pharmacy

Your cost savings may be substantial when using the Mail Order Pharmacy rather than a retail network pharmacy (Wal-Mart, Walgreens, etc.). With the Mail Order Pharmacy, you enjoy the convenience of having your medications delivered directly to your home. Mail order is best suited for medications you take on a regular basis. You may receive up to a 90-day supply of medications for minimal out-of-pocket costs. With the Mail Order Pharmacy, there is only one copayment for each prescription filled (*up to a 90-day supply*). In addition, prescriptions are delivered to you with free standard shipping, and refills can be ordered easily online, by phone, or by mail. The Mail Order Pharmacy also provides you with convenient notifications about your order status, refill reminders, and assistance in renewing expired prescriptions. If you have questions about your prescriptions, pharmacists are available 24 hours a day, 7 days a week, to talk confidentially with you. For your safety and privacy, your order will be shipped in tamper-resistant, weather-resistant, unmarked packaging.

Your order should arrive at U.S. postal addresses within 14 days. To ensure you receive a refill before your current supply runs out, re-order at least two weeks before you need your refill. Be sure to check the refill date on your prescription to determine when your next refill is available. Orders placed before the next available refill date will be held by the Mail Order Pharmacy until your prescription can be refilled. Once the next available refill date arrives, your prescription automatically will be shipped to you. Prescriptions may be mailed to any address in the United States and its territories, including temporary and APO/FPO addresses.

For more information about the Mail Order Pharmacy, visit www.express-scripts.com/TRICARE or call **1-877-363-1303**.

How to Register for the Mail Order Pharmacy

You may register for the Mail Order Pharmacy using any of the options listed here:

On-Line

- Visit www.express-scripts.com/TRICARE

By Phone

TDD/TTY

- **1-877-363-1303**
(*hearing impaired*): • **1-877-540-6261**

By Mail

- Download the Registration Form from:
www.express-scripts.com/TRICARE
and then mail the Registration Form (with your prescriptions) to this address:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

How to Use the Mail Order Pharmacy

Filling a New Prescription by Mail

- Ask your provider to write a new prescription for the maximum days' supply allowed (*up to a 90-day supply on most medications*).
 - Complete the *New Patient Home Delivery Form*, available at **www.express-scripts.com/TRICARE**.
 - Mail the completed form, your written prescription, and payment to:
Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954
 - Payment may be made by credit card, check, or money order.
- Note:** To ensure proper prescription fulfillment, follow all instructions on the form.
- Include the following information **on the back of each prescription**:
Patient's full name, date of birth, address; and
Sponsor's ID number (SSN)

Filling a New Prescription by Fax

- In the United States, ask your provider to fax your new prescription (*with a fax cover sheet*) directly to Express Scripts at **1-877-895-1900**.
- Faxed prescriptions must contain the following information **on the front of each prescription**
Patient's full name, date of birth, and address; and
Sponsor's ID number (SSN).
- Only prescriptions faxed directly from your provider's office will be accepted.
- Prescriptions for Schedule II controlled substances cannot be faxed; they must be mailed.

Ordering Refills Online

- Visit **www.express-scripts.com/TRICARE**.
- During your first visit to the Web site, complete the brief online account activation. This will make future visits fast and easy.
- The Web site lets you check your order status, offers easy-to-use tools to help you make cost-effective choices about your prescription drugs, request refills, look up general information about prescription drugs and health conditions, and more.

Ordering Refills by Phone

- Call **1-877-363-1303**.
- Have your sponsor's ID number, your prescription number, and credit card information ready when you call.

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