



Receive Your Maintenance Prescriptions through

HOME DELIVERY



ANNOUNCING!!

National Naval Medical Center pharmacy can now transfer your maintenance medication prescriptions to the TRICARE Pharmacy for Home Delivery

Continue reading to learn about your Home Delivery benefits. All future refills for prescriptions transferred MUST be ordered through the TRICARE Pharmacy Home Delivery

Ask the Enrollment Coordinator about transferring your prescriptions today and how you can save money by converting prescriptions from retail pharmacies to Home Delivery

Call 301.295.2570 M-F 9:00-4:00





EIGHT REASONS TO CHOOSE TRICARE PHARMACY HOME DELIVERY

1. **Home Delivery Is Convenient** - With TRICARE Pharmacy Home Delivery, picking up your prescriptions is as easy as picking up your mail. Maintenance medications you take regularly are delivered to your home. This eliminates driving to the retail or military pharmacy, finding a parking space and waiting in line at the prescription counter. Your refills can be requested when it's most convenient for you - by phone or online 24 hours a day, seven days a week; or renew by fax from your doctor's office.
2. **Home Delivery Is Cost Effective** - TRICARE Pharmacy is the most cost effective option when not using a military pharmacy. You receive a 90 day supply of your maintenance medications for the same copayment as a 30 day supply from the retail pharmacy. In other words you get three times the medication for your money, saving as much as 66% compared to retail cost. Plus, you pay nothing for shipping and handling saving you the cost of gas, wear-and-tear on your vehicle and valuable time.
3. **Home Delivery Is Safe** - Prescriptions are filled using an automated dispensing system ensuring a high degree of accuracy. Your medication history is tracked to check for potentially harmful interactions. For your protection, medications are delivered in a plain, secure, weather-resistant pouch.
4. **Home Delivery Is Private** - When you're enrolled in TRICARE Pharmacy Home Delivery, you have access to pharmacists 24 hours a day, any day of the week. You can ask questions about your personal drug treatment in complete privacy over the phone from the comfort of your home.
5. **Home Delivery Is Comprehensive** - The full range of maintenance medications available under the TRICARE pharmacy benefit are typically available via Home Delivery. This includes long-term maintenance medications for chronic conditions like arthritis, high blood pressure, asthma and diabetes; prescriptions you routinely use like allergy medications and oral contraceptives; and medications that require special handling like injectables, compounds, diabetic supplies and even refrigerated medications.
6. **Home Delivery Helps Preserve the Benefit** - As a more cost effective option compared to using retail, TRICARE Pharmacy Home Delivery saves you money and reduces overall costs for the DoD.
7. **Home Delivery Is Satisfying** - The number of Home Delivery users continues to climb as more beneficiaries recognize the many benefits of this pharmacy delivery option. Satisfaction is what keeps them coming back. For over three years, surveyed beneficiaries who use the service have routinely reported better than 97% satisfaction with Home Delivery.
8. **Home Delivery Enrollment Is Easier Than Ever New** - Now the Enrollment Coordinator at the NNMC Outpatient Pharmacy can arrange for your MTF and retail prescriptions to be transferred to the TRICARE Pharmacy Home Delivery. Simply ask for the Enrollment Coordinator at the NNMC pharmacy or call 301.295.2570 and ask to begin using Home Delivery. Have information about your retail prescriptions handy; such as doctor name, doctor phone number, and medication name, and you can start saving money on those prescriptions right away.





TRICARE Pharmacy Home Delivery

Frequently Asked Questions

Q: If I currently have a 30-day supply of medication on hand should I sign up today for TRICARE Pharmacy Home Delivery?

A: Having a 30 day supply of medication on hand is optimal for making the switch to Home Delivery. If you have less than 14 days of medication on hand, you should get your refill at a Military Treatment Facility or retail pharmacy then contact the Enrollment Coordinator at 301.295.2570 to request conversion of your prescriptions to Home Delivery.

Q: What are the co-payments when using Home Delivery?

A: Copayment comparison for 90-180-360 day supply at Home Delivery versus network retail pharmacy.

Days Supply	Generic Drug			Formulary Drug			Non-Formulary Drug		
	90	180	360	90	180	360	90	180	360
Retail \$ Copay	9	18	36	27	54	108	66	108	264
Home Delivery \$ Copay	3	6	12	9	18	36	22	44	88
\$ Saved	6	12	24	18	36	72	44	64	176

*Active Duty is \$0 copay. Chart does not include non-network retail pharmacies.

Q: I have other health insurance (OHI) but I don't use my OHI's pharmacy coverage. I can't de-enroll from my OHI because I use the medical portion. Can I use TRICARE Pharmacy Home Delivery as primary payer for my prescriptions?

A: Since your OHI provides a prescription drug benefit, you must use it first to cover the costs of your prescriptions. You may only use Home Delivery if your OHI does not cover the medication needed or your OHI prescription coverage has been exhausted.

Q: Can I check on the delivery status of a prescription I ordered from Home Delivery?

A: You can check on the status of your order by calling: 1.877.363.1303 within the US or, 1.877.540.6261 TDD for the hearing-impaired

Q: Can I receive a brand-name medication through Home Delivery if I can't tolerate the generic version?

A: Like military treatment facility pharmacies, the Home Delivery program is a generic pharmacy service. Brand-name drugs for which a generic equivalent is available may be filled only if your doctor or other health care provider completes a Medical Necessity form for the brand-name.

Q: Can TRICARE Pharmacy Home Delivery ship medications that need to be refrigerated?

A: Yes. Prescriptions that require refrigeration will be shipped in cold packs. Please note that refrigerated medications cannot be shipped to APO/FPO addresses.





Q: I have my prescription filled through Home Delivery. How soon can I request refills?

A: You may refill your prescription after you have used 66% of your medication. If you send in your refill request before the allowable refill date, Express Scripts will hold it until the first available fill date and then automatically send it to you.

Q: I am afraid I will forget to refill my mail order medication and that I will end up missing several doses if I use Home Delivery.

A: Express Scripts offers the Automatic Refills program, in which your next refill is processed when you have used 66% of the previous fill. You will receive an automated phone call 7 days before your medication is going to be filled. Thus, making sure you receive your refills before you run out of medication.

Q: How long will it take to receive my prescriptions from TRICARE Pharmacy Home Delivery?

A: You can expect your order to arrive at your US postal address within 14 days. To make sure you receive your refills before your current supply runs out, re-order at least two weeks before you need your refill or sign up for Automatic Refills.

Q: Can I use the Express Scripts website to order prescription refills through Home Delivery?

A: Yes, you must activate your TRICARE Pharmacy Home Delivery online account on the Account Activation page then follow the steps below:

1. Visit www.express-scripts.com/TRICARE
2. Enter your username and password
3. Follow the prompts to refill your prescription

CONTACT US:

TRICARE Pharmacy Home Delivery Enrollment Coordinator at NNMC:
301.295.2570

Doctor Fax: 1.877.895.1900

Web Site: www.express-scripts.com/TRICARE

Look up medications available from the TRICARE Pharmacy Home Delivery:
http://pec.ha.osd.mil/formulary_search.php

Member Choice Center (If the Enrollment Coordinator is not available) 1.877.363.1433

