

## What's New in the TRICARE Pharmacy Program

### Webinar

**[Host]** Good afternoon, and welcome to today's webinar titled, "What's New in the TRICARE Pharmacy Program."

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What do recent changes to the TRICARE Pharmacy Program mean for you and your family?

This webinar will help you learn more about using the pharmacy benefits and what actions you may need to take before you fill your next prescription. Topics will include finding an in-network pharmacy; approving automatic refills when using TRICARE Pharmacy Home Delivery; updating your electronic communication preferences; and adding caregivers to your Express Scripts account.

We're thrilled to have with us today U.S. Public Health Service Commander Teisha Robertson. She's a pharmacist with Pharmacy Operations Division, Defense Health Agency. Without further delay, I'll turn things over to Commander Robertson.

**[Teisha Robertson]** Thank you. For today's presentation, we will be covering quite a bit. We will start off with the TRICARE Pharmacy Program Overview. Then, we will outline steps to finding an in-network pharmacy and some important details such as co-payments at in-network retail pharmacies. We will then walk through additional pharmacy tools that affect your TRICARE Pharmacy options and costs.

We will then discuss options for filling specialty drug prescriptions, followed by a new change with approving automatic refills filled at the home delivery. Then, we will discuss setting up your preferred electronic communications preference. We will also outline the steps for adding caregivers to your account. And we will end with an update on multi-factor authentication.

TRICARE's Pharmacy benefit is available to eligible uniformed service members, retirees and family members registered in the Defense Enrollment Eligibility Reporting System also known as DEERS. The TRICARE Pharmacy Program provides outpatient prescription drugs to more than 9.6 million individuals.

Express Scripts, the pharmacy benefit contractor, administers the TRICARE Pharmacy benefit, providing your home delivery, retail and specialty pharmacy services. Express Scripts handles millions of prescriptions each year through home delivery and TRICARE retail network pharmacies

The TRICARE Pharmacy Program is designed to provide the medications you need when you need them in a safe, convenient and cost-effective manner. Please note, beneficiaries entitled to Medicare are able to use the TRICARE Pharmacy Program benefit. If you're entitled to Medicare Part A, you generally must have Medicare Part B to remain TRICARE-eligible, regardless of age or place of residence. This is a requirement based on federal law governing these programs.

If you're eligible for TRICARE and have Medicare Part A and Medicare Part B, you're automatically covered by TRICARE for life. This is also known as TFL. You have the same TRICARE Pharmacy coverage regardless of your health plan, unless you're enrolled in US Family Health Plan. If you're enrolled in the US Family Health Plan, you're not eligible for the TRICARE Pharmacy program. You must use the US Family Health Plan pharmacy providers.

Eligible prescriptions for those covered under the TRICARE Pharmacy benefit can be filled at military pharmacies through TRICARE Home Delivery, retail network pharmacies, and retail non-network pharmacies. Let's go through each of the pharmacy options. At a military pharmacy, you may receive up to a 90-day supply of most medications at no cost.

Non-formulary and non-covered medications are generally not available at military pharmacies. In addition, electronic prescribing is accepted at most military pharmacies in the United States and United States territories of Puerto Rico and Guam. This allows your civilian providers to send prescriptions electronically to military pharmacies near you. Non-formulary medications are generally not available at military pharmacies. It is important to contact the nearest military pharmacy to check the availability of your respective drug.

At TRICARE Pharmacy Home Delivery, there is no cost for active-duty service members. For all other beneficiaries, copayments apply. You can also get up to a 90-day supply of covered drugs for one single copayment. Home delivery is best suited for medications you take on a regular basis. Prescriptions are delivered in a tamper-resistant, weather-resistant unmarked packaging with free standard shipping and refills can be ordered online, by phone or by mail.

To ensure you receive a refill before your current supply runs out, reorder at least two weeks before you need your refill. If you have other health insurance with a pharmacy benefit, you may not be eligible to use home delivery. Also, I wanted to note that all beneficiaries except active-duty service members must get refills for select brand name maintenance through TRICARE Pharmacy Home Delivery, or at a military pharmacy.

If you fill your select maintenance drug at a TRICARE Retail Network Pharmacy one time, you get a letter from Express Scripts telling you that you need to switch. Two times, you get another letter from Express Scripts about switching. Three times, you're responsible to pay 100% of the costs. Please note this rule does not apply if you live outside the United States or United States territories.

Another option for filling your prescription is the TRICARE Retail Network Pharmacies. You can get up to a 30-day supply of covered drugs with one copayment or you may get up to a 90-day supply of covered drugs for three copayments. You have access to a network of TRICARE Retail Network Pharmacies in the United States and the United States territories of Guam, the Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands.

At a non-network pharmacy, you will pay the full price of your medication up front and may file a claim for reimbursement. Reimbursements are subjected to deductibles, out-of-network cost share and copayments as applicable and TRICARE formulary status. You may only receive up to a 30-day supply of covered drugs at a non-network pharmacy. It is important to note that all deductibles must be met before any reimbursements can be made. Also, I wanted to point out that overseas pharmacies are considered non-network pharmacies and you will be reimbursed by the TRICARE overseas contractor.

Express Scripts has developed tools to help beneficiaries navigate the TRICARE Pharmacy benefit. One tool, the Find a Pharmacy online search tool, is available online at the link provided as well as available on the Express Scripts mobile app. This tool provides real-time listing of the TRICARE retail in-network pharmacies. To utilize the tool, you may search by ZIP code. The search results will provide a list of the pharmacies near you along with the address, phone number and directions to the respective pharmacies. Please note that if you do click the directions feature for any pharmacy, you will be taken to a different site, which is Google Maps that is governed by a separate terms of use and privacy policy.

TRICARE Retail Network Pharmacies are only available in the United States, Guam, Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands. At an in-network pharmacy, the copayment for a 30-day supply of prescription depends on the formulary coverage status of the drug. For generic formulary drugs, the co-payment is \$14 for up to a 30-day supply.

Brand name formulary drugs is \$38 for a 30-day supply and the non-formulary drugs is \$68 for up to a 30-day supply. Please note, there is still no copayment for active-duty service members for covered drugs at any pharmacy. If you're traveling outside the U.S., be aware that TRICARE Retail Network Pharmacies are only available in the United States in United States territories. Currently there are no TRICARE Retail Network Pharmacies in American Samoa. At a host nation, overseas pharmacies, you will be required to pay in full and file a claim with a TRICARE Overseas Program claims processor for reimbursements.

You have several options for transferring your prescription to an in-network retail pharmacy. You can ask your doctor to send the prescription information to the new pharmacy electronically. You can also take the hard copy prescription from your provider to the retail pharmacy. In addition, you can also contact the new pharmacy and ask if they may reach out to your old pharmacy to get your prescription information. Another option is you can take a prescription label to the new pharmacy and the pharmacy will share with you their process for transferring the prescription from your old pharmacy. It is always best to reach out to the pharmacy to inquire on their process for transferring a prescription.

Another tool to help beneficiaries is the TRICARE Formulary Search Tool. The Formulary Search Tool is a digital tool designed by Express Scripts to educate TRICARE beneficiaries, providers, pharmacists and staff about medications covered under the TRICARE Pharmacy Benefit. The search tool is located at the link on the presentation. The login button found on the formulary search tool provides TRICARE beneficiaries access to their Express Scripts account and a list of your current medications. Please note, the search tool can be used without logging in to your beneficiary online account. Beneficiaries who are logged into the account will have access to their prescription history. The Register button redirects to the Express Scripts TRICARE website account registration page. The helpful links section includes hyperlinks to the TRICARE and Express Scripts TRICARE websites. Hyperlink to the TRICARE pricing and deductible information, which explains why medication or pricing received may be different than the formulary search tool results. There are also hyperlinks to the compound medication prior authorization form and the home delivery order form as well as hyperlink to e-prescribing instructions.

At the search tool is where the user begins to obtain the formulary status of a medication, where it can be filled, limitations, the cost-share information for your medication at home delivery and in-network retail pharmacy. You can also find any forms needed to process your prescription including prioritization. This is required for some drugs as specified by the Department of Defense or DOD Pharmacy and Therapeutics Committee. You can also find forms for medical necessity, which is also established by the DOD Pharmacy and Therapeutics Committee for each non-formulary medication. If the medical necessity criteria are met, the beneficiary may receive the non-formulary medication at a TRICARE Retail Network Pharmacy or through TRICARE home delivery at a local payment. Your provider can complete the prior authorization or medical necessity forms as needed.

In addition, the formulary search tool provides you with alternative medication options and the cost at home delivery and in-network retail pharmacies. To use the search tool, you will need to type the full name or a partial spelling of the medication you are searching for. Select the best option from the drop-down list. The name of the medication appears as it is typed. Then you will select the beneficiary's biological sex or

gender from the drop-down menu. Then select the beneficiary's age from the drop-down menu. Some medications may not be covered for certain age ranges.

Answering this question helps ensure the correct drug and benefit information is displayed. You then press Search to display medication information. The new advanced medication search allows the user to filter and sort medications by strength, form, route and type.

Another tool created by Express Scripts is Price of Medication Tool. To see if a specific medication is covered, get prescription information, you can use the price of medication tool. The online tool shows you cost at local network pharmacies even if the cash price is less costly than your TRICARE co-payment and it also shows you the cost at TRICARE Home Delivery so you can easily find the best value for your prescriptions. To view pricing and coverage information, log into your online account or download the Express Scripts mobile app and go to Price of Medication under Prescriptions in the main menu. Choose a member of your plan, enter the drug name and search. Depending on your plan, you can use your ZIP code to find nearby network pharmacies. Your results will tell you whether the medication is covered and give you pricing information.

If you haven't already created an online account to easily manage your pharmacy benefit information, you may do so by logging in to the link provided on the presentation. In addition, the Express Scripts mobile app makes it easy to manage your prescriptions anytime and anywhere. You can set up dose reminders and you will get daily notifications on your mobile device when it's time to take your medication. You can also use the app to check refill status and track a prescription order. To find the Express Scripts mobile app, visit the Apple App Store or Google Play Store to download the free Express Scripts mobile app.

You have options for filling your specialty drugs. Specialty medications are drugs that are usually self-administered, high-cost, injectable or oral drugs. They can also require clinical training to administer, are usually used to treat chronic, complex conditions such as multiple sclerosis, rheumatoid arthritis, hepatitis C and cancer. Specialty medications may require special storage and handling such as refrigeration. In addition, specialty medications may be limited to certain pharmacies. If you have a prescription for a specialty drug, you can get the prescription filled through TRICARE Pharmacy Home Delivery if the medication is available, or at military pharmacies again if the medication is available. In addition, you have the option to fill at all in-network retail pharmacies, including Accredo, or you can also fill at non-network retail pharmacies.

As a reminder, if you use a non-network retail pharmacy, you'll have to pay the full price for your prescription up front and file a claim for reimbursement. Reimbursements are subject to deductibles or out-of-network cost shares and copayments as applicable. Beneficiaries can still switch their specialty prescriptions to Accredo for the expanded services that Accredo offers. Accredo's expanded services include condition-specific care for specialized clinicians with pharmacists and nurses who are available 24/7 to help. A

team of social workers and patient care advocates are also available to give additional support and help beneficiaries safely manage their medication therapy.

Beneficiaries can also take advantage of date-specific scheduling to help them when their specialty drug will arrive. Effective January 1, there is a change to automatic refills by the TRICARE Pharmacy Home Delivery Program administered by Express Scripts. Express Scripts will ask you to approve each refill before it is shipped. This will help ensure TRICARE beneficiaries are receiving the refills on medication when needed and to prevent excess waste. If you would like to sign up for automatic refills, you can log into your Express Scripts account or to check if your prescription is eligible.

If your prescription is eligible for automatic refill, you can choose to start automatic refills through TRICARE Pharmacy Home Delivery.

On this slide, I want to walk through the steps on how automatic refills works. Express Scripts will let you know when you have an automatic refill coming up and will contact you through your preferred communication method which is either phone, email or text. You log into your account online or through the Express Scripts mobile app to confirm if you want your next refill. You can also choose to opt out of receiving your next refill. Please note that if you do choose to opt out of receiving your next refill, your medication will no longer be in the automatic refill program. You can opt back into the program at any time.

Reminders for your refill will continue until your prescription expires. When your prescription is filled, Express Scripts will let you know when it is shipped. You can also log into your online account or use the Express Scripts mobile app to track your order.

To ensure Express Scripts is communicating with you based on your preference, you can choose how you want to receive messages about your Express Scripts account and prescriptions. You now have more options to get pharmacy updates like formulary drug changes, drug recalls and claims processing. You can update your communication preferences through your online account to change the way you receive messages. Text is a newer feature. Print, email, phone and text are all communication options.

Express Scripts will send you communications based on your preferred communication method. Unfortunately, you can't select multiple communications methods. You have to choose one as your preferred method. However, Express Scripts may send important benefit messages that are not available through your preferred communications method. Those messages may come to you via a method you didn't select. For example, mail notification over text for some communications. To update how you like to receive communications, once in your Express Scripts account, choose communications preferences from the list and follow the instructions prompts.

Another new feature is the ability to add a caregiver to your Express Scripts account. A caregiver can be a family member, friend, in-home nurse or anyone who helps you manage your medications. By adding a caregiver to your account helps to make it easier for them to help you navigate your pharmacy options. Designated caregivers will have the ability to help set up your account preferences, order your prescription on your

behalf, check your order status for shipping and delivery times. Choose where to ship your medication or choose how to pay for your prescriptions as well.

To make someone your caregiver using your Express Scripts account, go to “Add a caregiver” under Account in the menu, then add the caregiver’s name, phone number, email and date of birth. The great news is you can add up to eight designated caregivers to your account. Note that caregivers can be removed from the account via this page as well. You can also call Express Scripts and request that the caregiver is removed. When a caregiver is added to your online profile, they’ll be notified based on the information you provided, email and/or phone during the request.

Once confirmed, caregivers will be authorized to manage your prescriptions and account. Caregivers will also be able to contact Express Scripts on your behalf. Please note, you will still be able to manage your account too when you add a caregiver. In mid-2022, the multi-factor authentication was implemented. Multi-factor authentication is similar to what you may be familiar with when you log into your bank account.

The multi-factor authentication is a new requirement to log into your Express Scripts account and to the Express Scripts mobile app. This verification process protects your account and keeps your account safe by adding more security and protects your personal and health-related data. Each time you log in, you’ll need your username, password and a single-use code that Express Scripts will send to your registered email address on file. You will be prompted to enter the one-time passcode sent to your email address unless you have “Remember this device” selected.

Before we move on to the question-and-answer or Q&A portion of our presentation, I want to take a moment to highlight some helpful pharmacy resources. The TRICARE Publications Library is a great resource for learning more about your TRICARE benefits. There are two pharmacy publications, which includes the TRICARE Pharmacy Program Handbook. This has in-depth information about pharmacy options, limitations, costs, filing claims and more. The TRICARE Pharmacy Program Overview Fact Sheet has a brief overview of your pharmacy options and costs.

I also recommend checking out the cost section of the publication’s library to find the TRICARE cost and fees fact sheet. The fact sheet has a general overview of most costs and fees for TRICARE, including pharmacy costs for 2023. You can find all three of these publications at [tricare.mil/publications](https://www.tricare.mil/publications).

As a reminder, here are some of the other websites you can visit to manage and learn more about your pharmacy benefits. In addition to familiarizing yourself with the resources on [tricare.mil](https://www.tricare.mil), I encourage you to visit the Express Scripts website to check out the tools and features highlighted during our representation like the Network Pharmacy Locator and the Formulary Search Tool.

Lastly, there are many ways to stay up to date with TRICARE. You can get the latest information and tips for making the most of your TRICARE benefits by signing up for TRICARE email. Visit [tricare.mil/subscriptions](https://tricare.mil/subscriptions) to subscribe to these emails. You can also follow TRICARE on Facebook and Twitter.

I'll now turn it over to the moderator for the Q&A section of our presentation. Thank you.

**[Host]** Thank you. My independent pharmacy left the network last October. What do I need to do if I need an urgent medication like my antibiotic and I do not want to drive 30 minutes away?

**[Teisha Robertson]** Thank you. For urgent medications, you have the option to fill your medication at an in-network pharmacy. You also have the option to fill your medication at a non-network retail pharmacy. To use a non-network pharmacy, as a reminder, you must pay full price for your prescription or medication up front and file a claim for reimbursement. Reimbursements are subject to deductibles, out-of-network cost shares and copayments as applicable.

**[Host]** I would like to use TRICARE Pharmacy Home Delivery, however, I live in a neighborhood where I'm worried about theft. Can Express Scripts mail or consider mailing to a P.O. box even if it's a controlled substance?

**[Teisha Robertson]** So, Express Scripts can ship most medications through the United States Postal Service. Express Scripts ships medications within the United States and United States territories including P.O. boxes and APO, FPO, DPO addresses. Please note, though, that refrigerated medications cannot be shipped to APO, FPO, DPO addresses. Additionally, Express Scripts uses UPS to ship certain controlled substances. To see if your prescription is eligible for TRICARE Pharmacy Home Delivery, log into your account on the Express Scripts website or through the Express Scripts mobile app.

**[Host]** TRICARE asked me to switch my specialty drug prescriptions to Accredo ahead of January 1. I get my specialty drugs from a pharmacy that still has them in stock. So, do I still have to switch to Accredo?

**[Teisha Robertson]** So, you're no longer required to switch to Accredo. If your medication is not limited by the TRICARE Pharmacy benefit, your chosen pharmacy stocks your specialty drug and is in network. If you choose to fill your specialty medication or prescription at a non-network retail pharmacy, again you will have to pay the full retail price of the drug and file a claim for reimbursement. Reimbursements are subject for applicable deductibles, co-share and copayments.



**[Host]** Why did you stop using King Soopers Pharmacy?

**[Teisha Robertson]** So, the Defense Health Agency does not have oversight or management of the TRICARE retail network. Express Scripts does manage the TRICARE pharmacy retail network. Express Scripts, do you have anything additional to add in terms of retail pharmacy network?

**[Tori]** Hi. This is Tori from Express Scripts. Not at this time, but if there is a specific pharmacy and the individual's having difficulty finding a nearby pharmacy, we're happy to help. Just reach out to our contact center or you can email us at [DOD.customer.relations@express-scripts.com](mailto:DOD.customer.relations@express-scripts.com) and we will be in touch and can help you find a network pharmacy.

**[Host]** There was a side note added in that Kings Soopers is one of the Kroger Family pharmacies.

**[Teisha Robertson]** Yes. And as of January 1, the Kroger Family Network, so which will include, if that's the King Pharmacy, did decide to leave the TRICARE retail network pharmacy.

**[Host]** If travelling and there is not a military base with a pharmacy, what is the best way to get a prescription refilled? Also, can you get a prescription refilled ahead of travel?

**[Teisha Robertson]** If you are travelling and you know that you are expected to travel, you are afforded a one-time early refill that you can coordinate with Express Scripts. In addition, if you are travelling and it is not with one of the United States or United States territories, you can fill your prescription at one of the overseas pharmacies. And as I mentioned, you can file a claim for reimbursement but the reimbursement and the filing of the claim will be contracted with the overseas contractor.

**[Host]** How do I appeal a coverage denial for a Tier 4 drug?

**[Teisha Robertson]** For appeals of medications, it follows the same process where, if you have to appeal, you will go through the same process as any other drug. Appeals are usually handled at the Defense Health Agency and I do not have the address on file at the moment. Express Scripts, do you by chance have the information if there needs to be an appeal?

**[Tori]** This is Tori from Express Scripts. I would encourage the beneficiary to reach out to our customer service desk to understand what medication they are trying to appeal and we can help them from there.

**[Francine Forestell]** This is Francine from DHA Communications. Tricare.mil, if you search on the term "pharmacy appeal," you are given information about that as well and it will give you basically, primarily first to contact Express Scripts and then it does provide a mailing address.

**[Host]** Do I have to see a VA doctor in order to have my prescription sent to the VA pharmacy? I was told that I had to see a VA doctor and that they had to issue the prescription.

**[Teisha Robertson]** In reference to the VA pharmacy, you will need to follow up with the VA to follow up with their process for getting prescriptions through the VA.

**[Host]** If I use a retail pharmacy for three months' supply, do I pay one or three copays?

**[Teisha Robertson]** At an in-network retail pharmacy, you're eligible to get up to a 90-day supply at three copayments. Now, there are instances if your medication may cost the lesser of logic, which means your medication cost less than the copayment. You will always pay the lesser or up to your copayment amount. But usually, it is up to three copayments for a 90-day supply.

**[Host]** Why am I sometimes charged less than the copay for a retail prescription fill if the full 30-day supply?

**[Teisha Robertson]** So, at a retail pharmacy, if the cost of the medication costs less than your copayment, you will pay the lesser price, which if it costs less than your copayment, you will never be charged more than your copay. As I mentioned during the presentation, you can utilize the Price of Medication Tool, which gives you the option to enter in your prescription to see if at a retail pharmacy the cost is less than your copayment.

**[Host]** I'm new to TRICARE, my wife is diabetic and her medicine is not covered. She does not want to change insulin type, what can we do?

**[Teisha Robertson]** This is a question that's very specific to the beneficiary asking, so I would advise if that beneficiary can send us that information and we can conduct some further research so we can better help with the specific medication question.

**[Host]** Do we need to use home delivery if we both have TRICARE Select and a TRICARE Supplement? Can we use a retail in-network pharmacy without penalty?

**[Teisha Robertson]** When you have other health insurance with pharmacy benefits, your other health insurance is the first payer and TRICARE pays second. TRICARE only becomes the first payer when the drug is not covered by your other plan but is covered by TRICARE or coverage under your other plan is exhausted for the year. So, in reference to home delivery, you can utilize home delivery if your other health insurance also has the same pharmacy benefit, which is Express Scripts. Then the claim can be processed at an in-network pharmacy automatically at the same time that is being processed.

If your other health insurance does not utilize Express Scripts as the pharmacy benefit manager, you could then file a claim for reimbursement, and again those claims are subject to deductibles and any applicable co-shares as well.

**[Host]** If a military pharmacy does not have a particular drug and their formulary, can a patient reach out to another military pharmacy to fill their order or do all military pharmacies have the same formulary inventory?

**[Teisha Robertson]** It is always best to contact the military pharmacy to check on supply and what they have in stock. So, if you find that one may not have it due to reasons is not they just didn't order it, or they may not have a supply of it, you can check. Please note as I mentioned though, at military pharmacies, they usually cover what's on the TRICARE uniform formulary and usually non-formulary medications, they may not have in stock. So, as I mentioned, it's best to contact the pharmacy, the military pharmacy for availability.

**[Host]** Is there a way to get Express Scripts to cover medications that are only available at the military treatment facility?

**[Teisha Robertson]** In terms of coverage, it's always best to use the formulary search tool to find out the medications, where they're covered and the availability if it's available at home delivery. Defense for Pharmacy and Therapeutics Committee, which is the Department of Defense P&T, determines and makes recommendations for what's covered on the formulary. So, if these are medications that are covered on the formulary and are available at home delivery, Express Scripts will have the ability to dispense and mail those prescriptions that are on the formulary.

**[Host]** This person notes that they're retired and their closest in-network pharmacy is now 90 miles away. We do not have any specialty drugs or services. What are their best options?

**[Teisha Robertson]** As I mentioned during the presentation, beneficiaries can utilize in-network pharmacies. And if they need for instance urgent medications, you can also use a non-network pharmacy. In non-network pharmacies, you can file a claim for reimbursement, which again, those reimbursement is subject to deductibles and applicable co-share and copayments. In addition, if there are maintenance medications, TRICARE Pharmacy Home Delivery is also an option for select maintenance medications. So, that is also another option as well. In addition, if you need to get help with finding another pharmacy or other options, you can also contact Express Scripts at 1-877-363-1303. Thank you.

**[Host]** Is there a charge to copay for each prescription filled with Express Script?

**[Teisha Robertson]** Yes. At home delivery, there is a copayment for each prescription. So, if you have one prescription, you will be charged one copay up to a 90-day supply. If you have three prescriptions, you will be charged for each prescription separately.

**[Host]** When I order online, I pay with a debit card, but when I received my meds, there is a document that says how much I owe. It's very confusing. Do I owe more, or is this like a receipt?

**[Teisha Robertson]** I will defer this question over to Express Scripts. Thank you.

**[Tori]** Hello. This is Tori with Express Scripts. So that sheet in the mail order package that you receive is an explanation of the cost that you paid. You can go to your online account to see your claims history and the cost incurred when you're using home delivery.

**[Host]** How do you delete a prescription that is no longer needed from my online account?

**[Tori]** So, you can go into your account and stop, cancel or pause your prescription. You can also call the Express Scripts contact center and speak with the patient care advocate to cancel your prescription. But this will need to be done before the prescription starts processing. If you have an immediate change to your prescription, I encourage you to contact Express Scripts contact center to quickly make adjustments to the prescription.

**[Host]** I've been using Walgreens for both my regular medications and specialty drugs. Will Walgreens continue to be available to me? I don't like home delivery.

**[Teisha Robertson]** If Walgreens still has the medication in stock and is one of our in-network pharmacies, you may still continue to utilize Walgreens for your specialty medication.

**[Host]** What if I just want to change the renewal date of a prescription that is on automatic renewal? Can it stay in automatic status?

**[Teisha Robertson]** Thank you. I'll defer that to Express Scripts.

**[Tori]** Yes, it can stay within the program. I will stress that if you receive a communication from us to provide consent for your refill, to act on that. If we don't hear from you, we cannot ship your medication and your prescription will be disenrolled in the program. You can log into your account and change the date of processing.

**[Host]** What if I'm hospitalized and they treat me with medication? How are those handled?

**[Teisha Robertson]** If you're hospitalized, that is part of your TRICARE medical. If you're a TRICARE eligible beneficiary, that's part of the medical benefit.

**[Host]** Why was my doctor not able to electronically submit my scripts to my military pharmacy?

**[Teisha Robertson]** For the specific question, I would advise that the beneficiary can send in additional details with name, military pharmacy that's being referenced, and we can handle that as a specific beneficiary inquiry, so we can get you the specific level of detail in response.

**[Host]** Can you get specialty medication through Express Scripts or just through Accredo?

**[Teisha Robertson]** If available, you do have the option to fill your specialty medications at the TRICARE Pharmacy Home Delivery.

**[Host]** Can we view and manage children's medications via the website or mobile app?

**[Teisha Robertson]** I will defer this question to Express Scripts.

**[Tori]** Hi, this is Tori from Express Scripts. In order to view your child's medication at this time, you'll need to set up an account for them, and you can also access that account through the mobile app. You can also add yourself as a caregiver to their account, as Commander Robertson presented earlier on how you can do that.

**[Host]** I use a military pharmacy. I had my doctor prescribe a CGM for my diabetes. Why do I need to get prior approval from Express Scripts for this?

**[Teisha Robertson]** There are certain medications, and again, if this is a specific beneficiary question, again, I would advise you send that information to us so we can get you your specific level of detail. But there are certain medications that require prior authorization as deemed by the Department of Defense Pharmacy and Therapeutics Committee.

These medications, we're looking for safety, effective use of the medications. So, again, if you have a specific question on your particular diabetes medication, please send that to us and we can follow up with the direct information that pertains to you.

**[Host]** I have compound drugs that are made by a local pharmacist and as of 2023, they are no longer a network. They are the only local pharmacist that can make my compounds. What do I need to do?

**[Teisha Robertson]** So, there are currently 4,100-plus compounding pharmacies in the TRICARE pharmacy retail network. If you need specific assistance in finding a compounding pharmacy near you, please contact Express Scripts at 1-877-363-1303. In addition, Express Scripts is partnering with DHA Communications to expand the education efforts around compounding pharmacies as well.

**[Host]** Can I have prescriptions that are prescribed by a doctor outside of TRICARE managed by TRICARE?

**[Teisha Robertson]** I will defer if anyone else understands the level of question.

**[Francine Forestell]** This is Francine, and again, Robertson, you may need to weigh in on this, but I think what they're asking is, can other than a TRICARE-authorized provider order a prescription medication? And I thought it's basically as long as a provider has a DEA or do they have to be TRICARE authorized? I don't believe they do, but I'm not exactly sure. DEA being a Drug Enforcement Agency identifier, I believe.

**[Teisha Robertson]** Yeah. So, in Express Scripts, maybe you can weigh in a little bit more on what you look for, for prescriptions to be processed. But again, if you are not seeing a TRICARE-specific or out-of-network TRICARE provider or physician, as Ms. Forestell just

mentioned, if they have a DEA, especially for controlled medications, also an NPI, they are able to prescribe the medication. Express Scripts, do you have anything else to add?

**[Tori]** No. I would encourage that patient to reach out to their plan sponsor for their health plan to understand what the office copay would be for seeing a provider that's not a TRICARE-authorized provider. But for Express Scripts, we'll process the prescription that is sent from your provider.

**[Host]** My wife went to a Safeway pharmacy which is the in-network pharmacy for a flu shot. They said they are not in-network. Are drugs separate from pharmacy vaccination?

**[Teisha Robertson]** The flu vaccine can be administered at an in-network pharmacy. There are separate copays or charges if you use a clinic. So, if this particular Safeway, for instance, is operating as a clinic to administer the vaccine, there are additional copays or charges that do apply. For this particular beneficiary, I will ask if you can send in your level of detail to us so that we can take a closer look to determine what may have happened at that particular Safeway.

**[Host]** Can I use both the Express Scripts mail in pharmacy services for some medications and military pharmacies for other medications?

**[Teisha Robertson]** As a TRICARE beneficiary, you have four options to fill your medications. As I described during the presentation, you can fill your medication at the TRICARE Pharmacy Home Delivery or military pharmacy in-network retail pharmacies or non-network retail pharmacies knowing that you can file a claim for reimbursement after you paid 100% co-share.

**[Host]** Will Express Scripts contact my pharmacy to transfer prescriptions that have refills remaining? As I'm newly covered by TRICARE.

**[Teisha Robertson]** I will defer to Express Scripts on their process for transferring to a TRICARE home delivery.

**[Tori]** So if you have an eligible prescription for home delivery, you can log into your account online at [www.militaryrx.express-scripts.com](http://www.militaryrx.express-scripts.com) and from there, after you log in, you'll be able to see the prescriptions that are eligible for home delivery and go through the process of transferring your prescription. We will send you communications on your order status and where it is in the process. You can also call us and we can help you transfer your prescription from your current pharmacy to home delivery as well.

**[Host]** OK, and this will be the last question we have time for, some MTFs offer over-the-counter meds. The network retail pharmacies offer free OTC meds.

**[Teisha Robertson]** So, there are a select few over-the-counter medications that are part of the TRICARE Pharmacy formulary. However, there are copays that are applicable to those over-the-counter medication. To determine for those select over-the-counter medications, again, I would advise that you check the formulary search tool to determine if your over-the-counter medication is covered. Or check out under the Over-

the-Counter Benefits under the TRICARE Pharmacy, and there's a list there that shares which over-the-counter medications are also covered at the retail pharmacy network.

**[Host]** Thank you. Commander Robertson, I'd like to ask if you have any final or closing thoughts for our audience today?

**[Teisha Robertson]** Yeah, so I'd just like to thank everyone for joining us today on our topic on what's new in the TRICARE Pharmacy Program. Thank you.

**[Host]** I'd also like to thank Commander Robertson and her team for sharing their invaluable experience and expertise. I'd also like to thank you all of our attendees for participating in today's webinar. If we didn't answer your question today, please refer to the contact information and your copy of the webinar slide deck. Also, you can find many of the answers to questions about TRICARE on the TRICARE website at [tricare.mil](https://www.tricare.mil). This concludes today's webinar on What's New in the TRICARE Pharmacy Program. Thank you.