

## EASIER THAN EVER –

Now you can enroll in TRICARE

Pharmacy Home Delivery right

over the telephone. Simply

call the Member Choice Center

at 1.800.238.6095 and tell

them you want to start home

delivery. Have your maintenance

medication prescription

information (such as pill bottles)

and your doctor's telephone

number by the phone when you

call. The MCC will take care

of everything so your eligible

prescriptions are delivered right to

your door.

Get started with home delivery right away

- **Online** – Go to [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) and click on the pill bottle.
- **Phone** – Have your prescription bottles handy and call 1.800.238.6095.
- **Mail** – Make sure the patient name, date of birth and sponsor ID number are clearly written on the back of the prescription. Then send your 90-day prescription, completed home delivery order form and copayment to:  
**Express Scripts**  
**PO Box 52150**  
**Phoenix, AZ 85072-9954**

If you are filling your medications at an MTF, please call the Member Choice Center at 1.800.238.6095 and have your prescription bottles handy.

For a list of medications available through TRICARE Pharmacy Home Delivery, go to:  
[http://pec.ha.osd.mil/formulary\\_search.php](http://pec.ha.osd.mil/formulary_search.php)



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## TRICARE® PHARMACY HOME DELIVERY

Take advantage of convenience,  
safety and savings with  
Home Delivery today.



## TRICARE PHARMACY HOME DELIVERY

**Convenient** – With TRICARE Pharmacy Home Delivery, picking up your prescriptions is as easy as picking up your mail. Maintenance medications are delivered to your home – eliminating trips to a retail or military pharmacy. Sign up for Automatic Refills and your medication will be sent to you when it's time. You can also request refills by phone, or online 24 hours a day, seven days a week.

**Effective** – TRICARE Pharmacy Home Delivery is your most cost-effective option when not using a military pharmacy. You receive significant savings compared to a retail pharmacy with a 90-day supply of maintenance medications. You pay nothing for shipping and handling, plus you save your valuable time and the cost of gas.

**Safe** – Your prescriptions are filled using an automated dispensing system ensuring a high degree of accuracy – greater than 99.9%. Your medication history is also checked by a registered pharmacist for potentially harmful interactions. For your protection, medications are delivered in a plain, secure weather-resistant pouch.

When you're enrolled in TRICARE Pharmacy Home Delivery, you have access to pharmacists 24 hours a day, seven days a week. From the comfort of your home in complete privacy, you can ask questions about your personal drug treatment.

Home delivery is your best choice for:

- long-term medications for chronic conditions
- prescriptions you take regularly
- medications that require special handling and/or refrigeration.

TRICARE Pharmacy Home Delivery not only saves you money, it's convenient as well.

The number of home delivery users continues to climb as TRICARE beneficiaries recognize the many benefits of this program. For more than three years, surveyed beneficiaries using the service have routinely reported better than 97% satisfaction with home delivery.

## FREQUENTLY ASKED QUESTIONS

**Q:** What are the copayments when using home delivery?

**A:** Copayment\* comparison for 90-day supply:

Type Of Drug	Retail Network Copayment†	Home Delivery Copayment	Your Savings
Formulary Generic	\$15	\$0	\$15
Formulary Brand	\$51	\$13	\$38
Nonformulary Brand	\$132	\$43	\$89

Active Duty Status = \$0 copayment. Chart does not include non-network retail pharmacies.

**Q:** Can I use the Express Scripts website to order prescription refills through home delivery?

**A:** Yes you can. Simply follow the steps below:

1. Visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).
2. Enter your username and password.
3. Follow the prompts to refill your prescription.

The best way to ensure you never run out of your medication is to sign up for Automatic Refill when placing your first order online, or at any time after you have started home delivery.

**Q:** I have other health insurance (OHI). Can I use TRICARE Pharmacy Home Delivery as primary payer for my prescriptions?

**A:** If your OHI provides a prescription-drug benefit, you must use it first to cover the cost 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:** How long will it take to receive my prescriptions from TRICARE Pharmacy Home Delivery?

**A:** We recommend you have a 30-day supply on hand when you place your first home delivery order. You can expect refills to arrive within two weeks.

**Q:** Can refrigerated medications be shipped through home delivery?

**A:** Yes. Prescriptions requiring refrigeration are shipped in cold packs according to the manufacturers' specifications. 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. Check your prescription-bottle label for the next refill date and reorder anytime after the date – ideally two weeks before you need your refill.

If you send in your request before the refill date, Express Scripts will hold it until the first available fill date and then automatically send it to you.

**Q:** How can I get started with home delivery right away?

**A:** If you are using retail, you can get started online, by phone or by mail. See the back panel for more information.

## Take advantage of TRICARE Pharmacy Home Delivery ... everywhere you go!



Once you're registered on our site, you can easily access your personalized benefit information from your mobile device with the **FREE Express Scripts ExpressRx mobile app.**



Download the app and more at [Express-Scripts.com/mobile!](http://Express-Scripts.com/mobile!)

\*Copayments are valid starting first quarter 2013 and may be subject to change after this date. For additional information, please visit [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy).

† Retail Network Copayment is for three months of medication.