

Another option for prescriptions: TRICARE Pharmacy Home Delivery

Another option for prescriptions: TRICARE Pharmacy Home Delivery

As the renovations at the Dunham Clinic Pharmacy continue, you should know about another easy option to get your prescription refilled, the TRICARE Pharmacy Home Delivery program.

Enjoy convenience, safety & savings with Home Delivery! The TRICARE Pharmacy Home Delivery is the least expensive way to fill prescriptions after military pharmacies. You can get up to a 90-day prescription for most drugs at the following costs: Generic: \$0; Brand Name: \$20; Non-formulary: \$49. TRICARE delivers more than 97% of prescriptions filled through home delivery in less than a week. Pharmacy Home Delivery is optimal for recurring health maintenance medications. It is recommended that you utilize your military pharmacy or network pharmacy for medications to treat an acute condition. The form can be found [here](#)

Visit <https://tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/HomeDelivery> for detailed information on the TRICARE Pharmacy Home Delivery option. Additionally, TRICARE has posted an informational video at <https://www.youtube.com/watch?v=W-cPpYuagts&feature=youtu.be> to explain the different pharmacy program options within TRICARE. Frequently asked questions about TRICARE Pharmacy Home Delivery can be found at https://www.express-scripts.com/TRICARE/faq/prescription_home_delivery.shtml

How to Register

You have three easy ways to register for Home Delivery

1. **Online** – you can register online for each eligible family member. You'll have online access to your account and general information on health and prescription drugs. Go to <https://www.express-scripts.com/TRICARE> and sign in. Don't have an account? Registration only takes a minute.
2. **Phone** – You can call 1-877-363-1303 (TDD/TTY: 1-877-540-6261)
3. **Mail** – You can download the mail order registration form and mail to: Express Scripts, Inc., P.O. Box 52150, Phoenix, AZ 85072-2150. Also include your written prescription and your prescription copay (if applicable).

New Prescriptions

There are three ways to send new prescriptions to Express Scripts for Home Delivery. Ask your provider to write the prescription for the maximum supply allowed, which is 90 days for most drugs.

1. **Electronically** - E-Prescribing is the easiest, safest, and most effective way.
 - a. Sent by your provider to Express Scripts
 - b. Your provider
 - i. Selects the TRICARE formulary in their e-prescribing system
 - ii. Chooses the default location of “Express Scripts Mail Pharmacy.”
 - c. Express Scripts uses the information submitted with your prescription to complete your registration.
 - d. By law, e-prescribing currently doesn’t allow prescriptions for controlled substances.
2. **Fax**
 - a. Sent by your provider (with a fax cover sheet) directly to Express Scripts:
 - i. 1-877-895-1900 in the United States
 - ii. 1-602-586-3911 if Overseas
 - b. Express Scripts will only accept prescriptions faxed directly from your provider’s office.
 - c. By law, faxing currently doesn’t allow prescriptions for Schedule II controlled substances.
3. **Mail**
 - a. Sent by you to Express Scripts
 - b. Complete the Mail Order Registration Form – follow all the instructions on the form.
 - c. Write the following information on the back of each written prescription:

- i. Patient's full name
 - ii. Date of birth
 - iii. Address
 - iv. Sponsor's ID number
- d. Include your prescription copayment (if applicable). Payment can be by credit card, check, or money order.
- e. Mail the completed form, written prescription and copayment to: Express Scripts, Inc., P.O. Box 52150, Phoenix, AZ 85072-2150

Refill Prescriptions

You can order prescriptions refills online, by phone, or by mail. You can also set up auto-refills so you don't have to think about it.

1. **Online**

- a. Visit www.express-scripts.com/TRICARE
- b. Sign in or activate your online account. This will make future visits fast and easy.
- c. With you online account, you can:
 - i. Order refills
 - ii. Check your order status
 - iii. Get help with cost-effective choices
 - iv. Look Up general information about prescription drugs and health conditions

2. **Express Scripts Mobile App** – Download the new, enhanced “Express Scripts” Mobile App from your device's app store to view and manage your prescriptions anytime, anywhere to order refills, renew prescriptions, track prescriptions ordered through Home Delivery, set medication reminders, and much more.

3. **Phone**

- a. Call 1-877-363-1303
- b. Have this information ready
 - i. Your sponsor's ID number
 - ii. Your prescription number
 - iii. Credit Card

4. **Mail**

- a. When you got your first prescription, Express Scripts included a Prescription Refill form. Fill out this form an mail to: Express Scripts, Inc., P.O. Box 52150, Phoenix, AZ 85072-2150
- b. Also include your prescription number on the form and your payment. If you already have a credit card on file, your card will be billed automatically (if applicable).