

# Message to Pharmacy Beneficiaries

## From the Defense Health Agency (DHA) Pharmacy Operations Division (POD)

In response to the coronavirus (COVID-19), the DHA POD wants to assure our patients and the community that we are closely monitoring the pandemic crisis. We continue to follow the guidance from public health officials and government agencies and encourage our beneficiaries to do the same. Visit [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) for the latest information.

The health and protection of our patients, healthcare teammates, and the community is essential as we preserve the fighting force. We are taking necessary steps to ensure that our teams who are caring for patients and delivering critical medications do so in a safe environment.

### MILITARY PHARMACY SERVICES DURING THE COVID-19 PANDEMIC

In order to maintain patient and personnel safety, we will take actions as prescribed by Health Protection Condition (HPCON) Risk Levels and health official's guidance and will adjust our pharmacy operations as necessary. Our goal is to limit disruptions to service. We must, however, take appropriate safety measures in accordance with risk levels as they are elevated due to COVID-19.

Careful local assessments will determine the status of each individual military pharmacy and may result in temporary measures to adapt to this changing situation. In extreme circumstances, there may be temporary, partial or full limitations of Military MTF Pharmacy services. These will be temporary solutions that will be assessed daily.

In the case of a local outbreak or a confirmed case of COVID-19 amongst Military MTF Pharmacy teammates, MTF Commanders have been authorized to limit pharmacy services as necessary. This may include:

- The introduction of alternative pick up options (staggered pick up times, curbside pickup, etc.).
- The temporary transfer of non-enrolled, non-Active Duty Service Members (ADSMs) and/or non-Active Duty Family Members to home delivery or retail.
- The temporary closure of a military pharmacy.

We don't expect any of these limitations to be a routine practice but rather a case-by-case determination based on the severity of the spread of COVID-19 at a specific location. If pharmacy services are limited, they will be assessed and reopened as soon as it is safe for personnel and beneficiaries.

### YOUR OPTIONS FOR PHARMACY SERVICES

During this time, the overarching best course of action for beneficiaries is, in order to limit opportunities for exposure, to switch prescriptions to TRICARE Pharmacy Home Delivery. By switching, you can get up to a 90-day supply of most medications safely and conveniently delivered to your home or APO/FPO address (please note that quantity limits apply, laws for mailing certain medications such as controlled substances vary state-by-state, home delivery is not available in Germany, and co-pays apply for non-Active Duty beneficiaries).

To switch to home delivery, the easiest way to transfer your prescription is via the Express Scripts mobile app or online at [militaryrx.express-scripts.com/home-delivery](http://militaryrx.express-scripts.com/home-delivery).

If your military pharmacy is operating, you can also call and speak with your military pharmacy for ways to switch your prescription to home delivery or retail.

For those who need their prescriptions urgently, you can access up to three, 30-day supplies of medications at retail network pharmacies (up to three copays apply). If you have an active prescription on file at a military pharmacy, ask your retail pharmacist to contact your military pharmacy to make a transfer. In the event the transfer cannot be coordinated, you may need to call your prescriber to obtain a prescription that you can take to the pharmacy of your choice.

Copayments are directed by statute and the Department of Defense (DoD) cannot waive them.\*

## **MANAGING YOUR PHARMACY SUPPLY**

We do not encourage patients to acquire more than a 90-day supply. Our first priority is to ensure those with emergencies have access to their medications. Early refills (when more than 25% of supply remain) are processed on an emergency, case-by-case basis.

We understand the desire to be prepared. Present conditions do not call for us to enact early refills at Home Delivery or retail, but we are monitoring the situation closely and are updating our information and policies as the situation requires.

We are encouraging beneficiaries to refill their medications at the appropriate time. Standard refill policies, which allow you to refill or renew a prescription medication when 25% of your current prescription is remaining, should help you stay on track with your medication during this time.

## **WHERE TO GO IF YOU HAVE QUESTIONS**

Should you have any questions or concerns about your individual situation, ExpressScripts pharmacists are available 24/7 to answer questions, offer counseling and support, and assist with prescription orders. Call ExpressScripts at 877-363-1303.

You can also call your local MTF Pharmacy. Visit [www.TRICARE.mil/mtf](http://www.TRICARE.mil/mtf) to search for your facility and find your pharmacy's phone number.

To find a retail network pharmacy, visit the ExpressScripts website at <https://militaryrx.express-scripts.com/find-pharmacy>.

## **THANK YOU**

We understand the impact of possible reduction of pharmacy services has on beneficiaries and we do not take it lightly. We recognize that this is a very dynamic situation and conditions will continue to change. We will continue to make risk-based decisions which are fully informed by health experts, senior leaders and government leaders from local to national levels. We will remain as transparent as possible.

As we continue to monitor the latest updates and information regarding COVID-19, we are taking measures to do our part in flattening the curve of this global outbreak. It is essential that we take precautionary measures to protect you and our healthcare teammates as we continue to preserve our fighting force.

\*Copayments are as outlined below:

# TRICARE PHARMACY COSTS



	Generic Formulary Copayment	Brand-Name Formulary Copayment	Non-Formulary Copayment	Non-Covered
<b>Military Pharmacy</b> <i>(90 Day Supply)</i>	\$0	\$0	<i>Generally not available without medical necessity.</i>	<i>Not Available</i>
<b>TRICARE Pharmacy Home Delivery</b> <i>(90 Day Supply)</i>	\$10	\$29	\$60	<i>Not Available</i>
<b>Retail Network</b> <i>(30 Day Supply)</i>	\$13	\$33*	\$60*	<i>Full Cost</i>

Active duty service members have a \$0 copay for covered drugs at any pharmacy.

\* For all beneficiaries except active duty service members, select brand-name maintenance medications (taken for long-term conditions) may only be filled twice at retail and then must be filled via home delivery or military pharmacy.

**TRICARE.mil/costs**

