

DHA PHARMACY OPERATIONS DIVISION (POD) GUIDANCE FOR MTF PHARMACIES [19MAR2020]

SITUATION	HPCON	HEALTH PROTECTION MEASURES	MTF PHARMACY GUIDANCE
ROUTINE	0	Routine: Normal operations. Prior to community transmission	<ol style="list-style-type: none"> 1) Review and test contingency operation plans 2) Identify mission essential personnel AND alternates who must report to duty during an outbreak
LIMITED	A	Limited: There are instances of people who have been infected, including some who may not be sure how or where they became infected	<ol style="list-style-type: none"> 1) Review and revise contingency operation plans to include contingency plans to backfill if a member of the Pharmacy staff is quarantined 2) Promote the use of mail order and retail pharmacies (remind patients that copays apply for non-AD) <ol style="list-style-type: none"> A. Leverage MTF Rx Transfers to Home Delivery when possible B. Consider using the Home Delivery Social Media Toolkit C. To educate beneficiaries or providers on the TRICARE Pharmacy Benefit, MTF Pharmacy leadership can submit a request by email to ExpressScripts-MTFPharmacyTeam@express-scripts.com including information about specific topics and resources they are interested in using 3) Leverage virtual Pharmacy when possible (e.g. Clinical Pharmacy appointments, telepharmacy, etc.) 4) Strongly encourage PPE for those staff members who are interacting with patients 5) Implement COVID-specific infection control practices in coordination with the local infection control office for cleaning high touch areas, waiting rooms, patient care areas, and pharmacy work areas 6) Consider modifying patient care and waiting areas to limit vulnerabilities <ol style="list-style-type: none"> A. Consider touchless processes for scanning patient ID cards B. Consider removing signature pads and signature requirements C. When possible, adhere to social distance guidance (e.g. at least 6 feet apart).to include furniture movement
MODERATE	B	Moderate: People have been infected with the virus in more than one location, but how and where they became infected may not be known	<ol style="list-style-type: none"> 1) If possible, limit pharmacy waiting room access to a single point for patients, separate from staff entrance 2) Modify patient care and waiting areas to limit vulnerabilities <ol style="list-style-type: none"> A. Implement touchless processes for scanning patient ID cards B. Implement removing signature pads and signature requirements if possible C. To the greatest extent possible, adhere to social distance guidance (e.g. at least 6 feet apart).to include furniture movement 3) Implement contingency operation plans <ol style="list-style-type: none"> A. Authorize Early Refills for patients where appropriate <ol style="list-style-type: none"> a) CHCS sites should consider lowering site specific refill parameters (e.g. 50% of day supply vs. 75%) b) MHS Genesis sites should use the designated COVID-19 override code B. Implement plan to accommodate high risk patients (e.g. provide curbside services, designate alternate medication up pickup locations, designate alternate individual to pick up medications for patient, or use runners to deliver medications, etc.) C. Implement plan to manage workload and reduce prolonged congregation of patients in a single area (e.g. implement Prescription drop-off and pick-up only services) 4) Develop a plan of action with local leadership to divert non-AD and non-AD family members to other points of service (e.g. retail and home delivery) 5) Keep local, DHA Pharmacy Market, and Service leadership informed of pharmacy services degradation and possible supply chain disruptions 6) MTF Commanders may consider diverting non-AD/non-ADFM to mail Order and retail pharmacies, based on local conditions and in conjunction with the POD and Pharmacy Benefit Manager <ol style="list-style-type: none"> A. Distribute approved information to patients directing the use of mail order and retail pharmacies B. Consider how to handle refills currently left on pharmacy shelves if services are diverted
SUBSTANTIAL	C	Substantial: People have been infected with the virus in more than one location but how and where they became infected may not be known, and the spread is ongoing	<ol style="list-style-type: none"> 1) Significantly restrict access to MTF Pharmacy Services 2) Implement prescription drop off and pick-up only services 3) MTF Commanders are authorized to divert non-AD/non-ADFM to mail Order and retail pharmacies, based on local conditions and in conjunction with the POD and Pharmacy Benefit Manager <ol style="list-style-type: none"> A. Distribute approved information to patients directing the use of mail order and retail pharmacies B. Consider how to handle refills currently left on pharmacy shelves if services are diverted
SEVERE	D	Severe: People have been infected with the virus in more than one location, but how and where they became infected may not be known; the spread is ongoing and includes the majority of regions	<ol style="list-style-type: none"> 1) MTF Facility and Pharmacy access are significantly curtailed as determined by Command or Higher Headquarters (e.g. Urgent and initial prescriptions only for patients seen at MTF) <ol style="list-style-type: none"> A. Work with local PAO to communicate status to the community and provide clear signage in pharmacy access points and waiting areas B. Ensure capability for pharmacy staff to transfer prescriptions to alternate points of service <ol style="list-style-type: none"> a) Consider patient-centered needs for transfer of prescriptions

Coronavirus Disease 2019

COVID-19

What you need to know to keep your family safe and healthy.

DO YOU USE A MILITARY PHARMACY?

If there is a decrease in service or closure at your military pharmacy due to COVID-19, you may be temporarily required to switch your prescription to home delivery or retail.

YOUR PHARMACY OPTIONS

The best option during this time is to switch your prescriptions to home delivery.

You can get up to a 90-day supply of most medications. Copayments apply.

If you have a medication supply of 14 days or less, you may want to switch to a retail network pharmacy.

You can get up to a 90-day supply of most medications. Copayments apply. Please check with your network pharmacy provider about medication availability and copayments.

WHAT CAN YOU DO?

- Call your MTF pharmacy refill line to check for changes to service offerings, closures, and resumption of services: www.tricare.mil/mtf
- Call ExpressScripts at 877-363-1303 or visit www.militaryrx.express-scripts.com/home-delivery to switch your prescription to Home Delivery
- Call your retail network pharmacy and ask them to call your MTF to transfer your medication or your provider for a new prescription
- Find a retail network pharmacy: www.militaryrx.express-scripts.com/find-pharmacy
- If you don't have any refills remaining, call your provider to send a new prescription to either the ExpressScripts TRICARE Pharmacy Home Delivery or your network pharmacy

Determine your medication coverage and copayments here: www.express-scripts.com/tform



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 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.

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 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
Military Pharmacy <i>(90 Day Supply)</i>	\$0	\$0	<i>Generally not available without medical necessity.</i>	<i>Not Available</i>
TRICARE Pharmacy Home Delivery <i>(90 Day Supply)</i>	\$10	\$29	\$60	<i>Not Available</i>
Retail Network <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](https://www.tricare.mil/costs)

