



For Beneficiaries  
Using the Deployment  
Prescription Program

# READY TO DELIVER THE MEDICATION YOU NEED

TRICARE HOME DELIVERY PHARMACY PROGRAM





# YOUR MEDICATION DELIVERED SAFELY AND SECURELY RIGHT TO YOU

To stay focused and deliver on your mission, you need to know your medication will be on hand when and where you need it – at home or while deployed, on land, or at sea.\*

**TRICARE Pharmacy Home Delivery** is the most convenient and secure way to get your medication before, during, and after your deployment.

This booklet explains how the Deployment Prescription Program enables you to fill new prescriptions and get refills through Home Delivery. Remember, it's crucial for your health and readiness that you take all medication as directed by your prescriber.

## Who is eligible?

Eligible Beneficiaries	Medication Supply	Copayment
Deployed Service Members	Up to 180 days	\$0
TRICARE-eligible deployed contractors, civil service employees, retirees or spouses <sup>1</sup>	Up to 90 days	Paid by beneficiary, if applicable
Transitional Assistance Management Program (TAMP) participants <sup>2</sup>	Up to 90 days	Paid by beneficiary, if applicable

<sup>1</sup> Spouse will use the sponsor's Social Security number.

<sup>2</sup> If orders have been extended, update your record with DEERS to reflect active status to be eligible for a 180-day supply.

## Before deployment

Complete these three simple steps before you deploy so you'll always have access to your medication.

### 1. Ask your provider for two copies of your prescriptions for up to a 180-day supply.

- Fill your prescription at your pre-deployment pharmacy so you have your medication available when you deploy.
- Ask your provider to send the copy of your prescription to Express Scripts so your refills can be mailed to you wherever you're deployed.
- If you're deploying to an area where malaria is a concern, talk to your provider about obtaining malaria medication from the pre-deployment pharmacy.

### 2. Download the Express Scripts® mobile app to access your account and manage your medication anytime. You can track when your order is received and processed and when your medication has been shipped. Update your mailing address to include your new temporary military address, including deployment start and end dates.

### 3. Create and sign in to your Express Scripts account online at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com). As soon as you know your deployment APO/FPO/DPO address, update your mailing address to reflect it. Your medication will be delivered to the address on file. Remember to use the email account you plan to access while deployed.



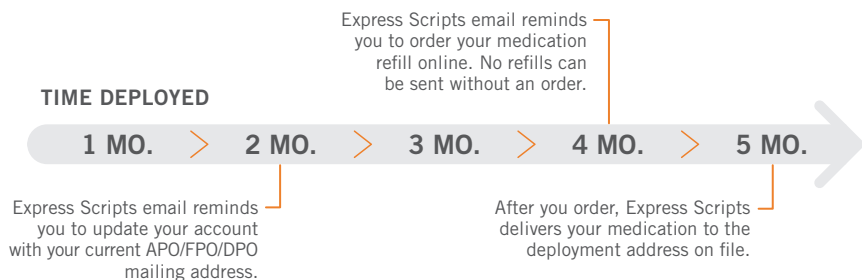
# While deployed

## Medication refills

To ensure secure delivery to the correct deployment address, all refills must be ordered online at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com).

There's not an automatic refill option for deployed members at this time. Each refill request must be ordered using the Express Scripts® website or mobile app.

Here's how it works:



## Missing, new or changing medications

If you do not have a prescription on file with Express Scripts or if your treatment changes and requires a new medication:



You should see a deployed provider to request a new Rx.



Your provider submits the Rx to Express Scripts.



Express Scripts fills the Rx automatically.



Express Scripts delivers your medication to the deployment address on file.

Average shipping time to an APO/FPO/DPO address while deployed is approximately three to four weeks.



## How to order refills

1. Sign in to our secure website at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com) or to the **Express Scripts® mobile app**.
2. Under **Prescriptions**, add eligible prescriptions to your cart/order.
3. Follow the prompts to check out.



# Keeping current

While deployed, it is critical to keep your mailing address, email and other personal information current to avoid delays in receiving your medication or important notices.

## Your mailing address

All medication will ship to the address on file with Express Scripts.

- Sign in to your Express Scripts account and change your mailing address to your deployment APO/FPO/DPO address.
- If you need your order to be shipped to a stateside address, ask your prescriber to list it as your mailing address on the DPP Prescription Form; you can also sign in and update your address in your Express Scripts account.

## Your email

Express Scripts may email you with the following information:

- Requests for prescription or personal information needed to process your order
- Notifications of any problems with your prescriptions
- Refill reminders and shipping confirmations
- Confirmations that a prescription has been received from a provider

## How to update your personal information online

1. Sign in to our secure website at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com) or to the **Express Scripts® mobile app**.
2. Under **Account**, select the information you wish to update from the drop-down menu.
3. Update your personal information.



# Special exceptions

## Controlled medication

- Prescriptions for Schedule II controlled medications (C2) may be mailed or e-prescribed to Home Delivery for a maximum 90-day supply with no refills.
- C2-C5 can be e-prescribed by your provider.\*
- If not e-prescribed, C2 medications need to be mailed and C3-C5 medications can be mailed or faxed to Express Scripts with a handwritten signature.
- Please allow three to four weeks for Express Scripts to receive it.

Drug Limitations and Requirements page on the TRICARE.mil website: [TRICARE.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits](https://tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits).

## Over-the-counter (OTC) medication

Most OTC medications are NOT available through Home Delivery; however, a few can be filled with a prescription from your provider.

For a full list of available OTC medications, please see the DPP Drug Limitations and Requirements page on the TRICARE.mil website: [TRICARE.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits](https://tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits).




For more information, visit <https://tricare.mil/otcdrugs>.

## Refrigerated packaging

Medications requiring refrigerated packaging will not be shipped to APO/FPO/DPO addresses.

# After deployment

When you're back home, there are three easy ways to continue the advantages of Home Delivery:

-  **Ask your provider to e-prescribe** or fax your prescription to Express Scripts
-  Use the Express Scripts® mobile app or visit [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com) to order refills online
-  Call **1.855.215.4488** (toll-free) or **1.480.804.9465** for help anytime

Remember to update your mailing address at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com) or on the Express Scripts® mobile app.





# Contact us

We provide peace of mind that your medication will be there for you, so you can stay focused on your mission. If you have any questions, please visit our website or contact us:

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