



EXPRESS SCRIPTS®



FEDERAL PHARMACY SERVICES

Deployment Prescription Program (DPP)

Deployed Member Overview

May 2015



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Objectives

By the end of this presentation you will be able to:

- Identify the role the DPP team plays in mail order prescriptions
- Submit an Rx following the ordering guidelines
- Name the prescription stages
- Identify who is eligible for mail order
- Identify mail order prescription limitations
- Contact the DPP Team

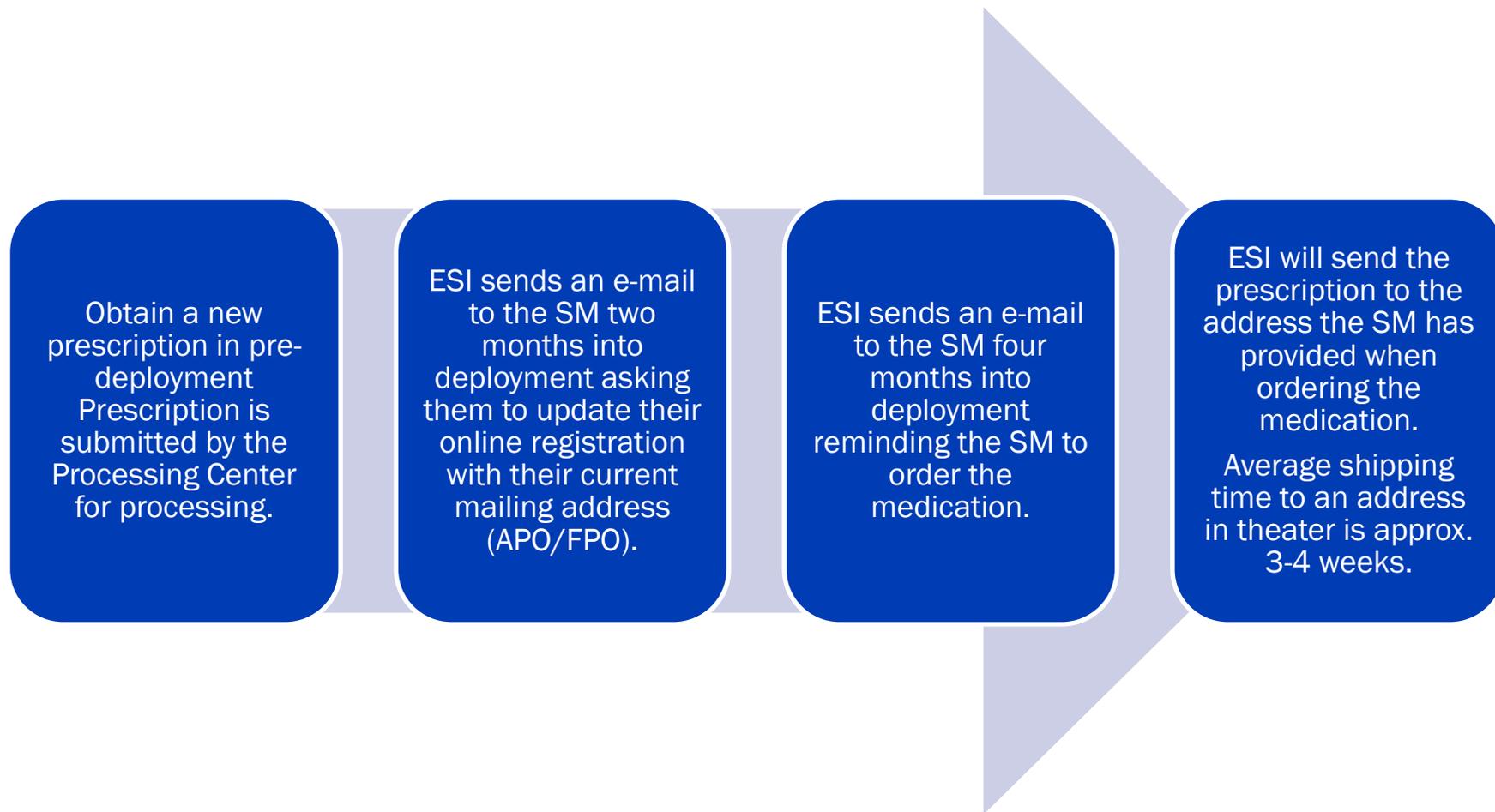


Express Scripts DPP Team is:

- The primary point of contact for all questions about the Deployment Prescription Program (DPP).
- A liaison between the MTF, the service member (SM) and the TRICARE Mail Order Pharmacy (Express Scripts (ESI)) to ensure processing of deployment prescriptions.



Prescription Stages – Pre-Deployment





Pre Deployment Guidelines

- Obtain no less than 180 day supply of maintenance medication from the pre-deployment pharmacy. (Quantities less than 180-day supply will disrupt the DPP process and may cause an interruption in therapy.)
- Only requested medications will be filled. Medications are **NOT** automatically sent out from the pre-deployment site.
- Provide full name, SSN, e-mail address and current address for registration on the DPP Rx form.

IMPORTANT: If you do not update your address, the medication will be mailed to your address currently on file.



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Prescription Stages – In Theater

If there is no prescription on file with ESI or if there is a change in therapy, the SM should see provider in theater for new Rx.

The prescription is submitted to ESI for processing.

Prescription will be filled by ESI automatically.
It is not necessary for SM to request initial fill online via ESI website.

ESI will send the prescription to the address the SM has provided when ordering the medication.
Average shipping time to an address in theater is approx. 3-4 weeks.



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Mailing Address

You **MUST** provide a current mailing address while deployed.

- Change your **PERMANENT** address to your current APO/FPO address.
 - Do **NOT** input your deployed address as a temporary address.
 - If address is not updated, the medication will be mailed to the address currently on file.
 - If order is to be shipped to stateside address, please indicate on the Rx to avoid verification delay.

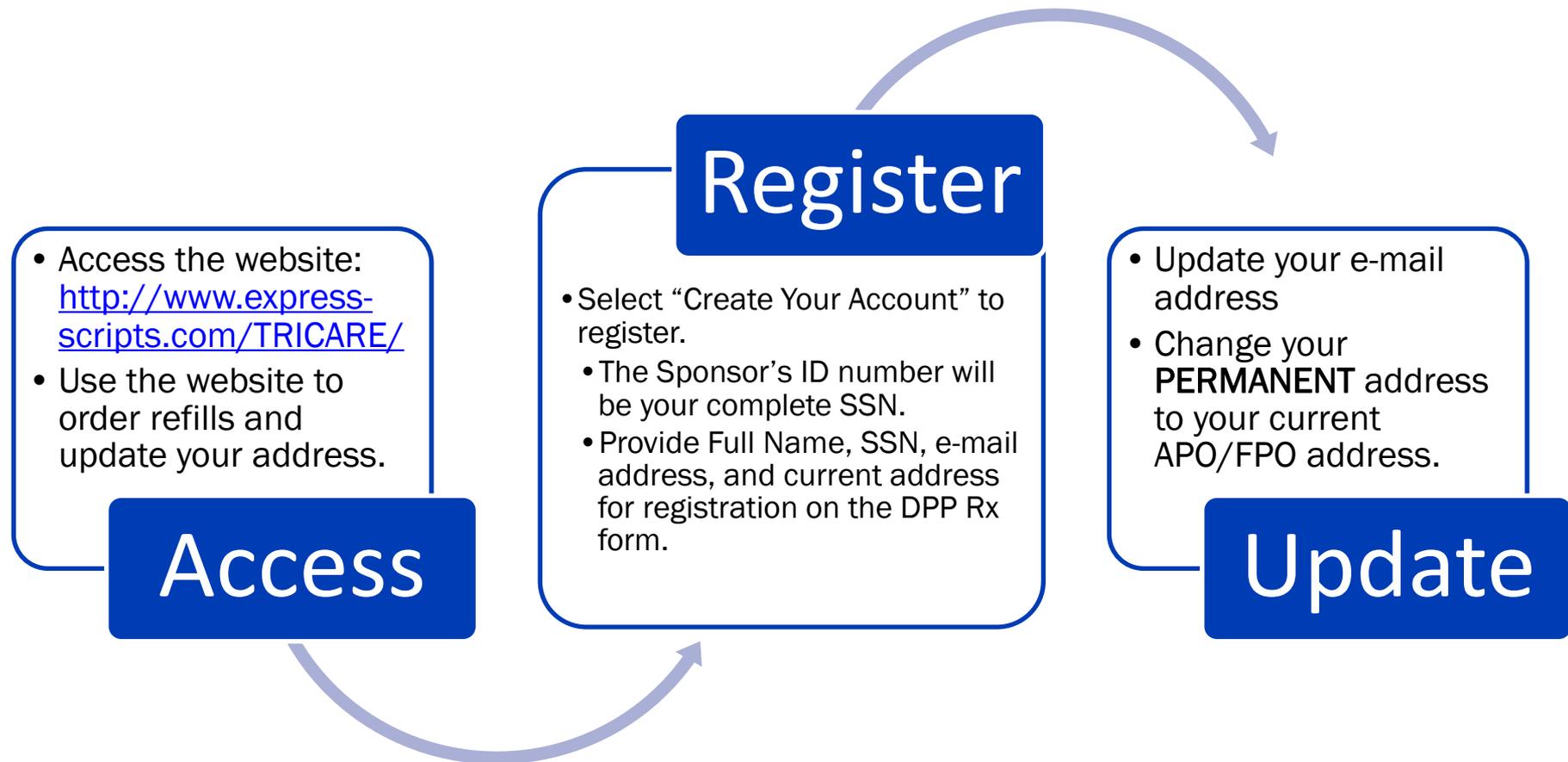


E-mail Address

You **MUST** provide a good e-mail address that you can access while deployed.

- The ESI DPP Team will contact you via e-mail for:
 - Reminder e-mails from ESI when your prescriptions have been received.
 - Notification e-mails from ESI for any problems with your prescriptions.
 - Additional prescription or personal information needed to process your prescription.
- If you do not receive an e-mail from ESI 60 days after arriving in theater, contact the DPP Team 8am-8pm (CST) Monday-Friday, Toll Free: 855-215-4488 or Direct: 314-684-7506; by email: DeployedPrescripitionProgram@express-scripts.com
- If you are calling after hours, leave a voice mail with your name, reason for your call and the best way to contact you. ESI will return your call or send you an email.

ESI/TRICARE Mail Order Website



ESI/TRICARE Mail Order Website



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Change Text Size Bookmark & Share

TRICARE®

★★★
TRICARE® Pharmacy Program
Thank You for Serving Our Great Nation

NOT REGISTERED? Create your online account now to:

- Start Home Delivery
- Order refills
- Check order status
- Setup auto refills
- Get an EOB

Log in securely for quick access to your account

user name

OR

password

Create Your Account

Sign in

[I forgot my user name](#)

Try ePrescribing

At your next visit, ask your doctor about electronic prescribing. It's convenient and reduces errors.

[Why it's a win-win](#)

[Notice for TRICARE Beneficiaries Affected by Winter Storms](#)

[TRICARE Prescription Copayments are Changing on Feb. 1, 2015](#)

RESOURCES

- ★ [Find a Pharmacy](#)
- ★ [Formulary Search Tool](#)
- ★ [Recent Formulary Changes](#)
- ★ [Specialty Medications](#)
- ★ [Fraud, Waste and Abuse](#)
- ★ [FAQ](#)

Specialty Pharmacy Network Changing
Effective **May 1, 2015**, the specialty pharmacy network will change to a select network that includes **Walmart, CVS, Rite-Aid and Target**. You can also fill your specialty medications at TRICARE® Pharmacy Home Delivery or at your local military pharmacy. [Learn more.](#)

TRICARE® For Life Pharmacy Pilot Program
[Learn more](#) about the mandatory mail program President Obama signed into law.
After March 14th, 2014, TRICARE For Life (TFL) beneficiaries, taking select medications, will be required to switch to TRICARE Pharmacy Home Delivery or a military pharmacy. Those who continue to fill at a retail pharmacy will pay 100% of the cost of their medication after two fill.

Request Refills

Home Delivery

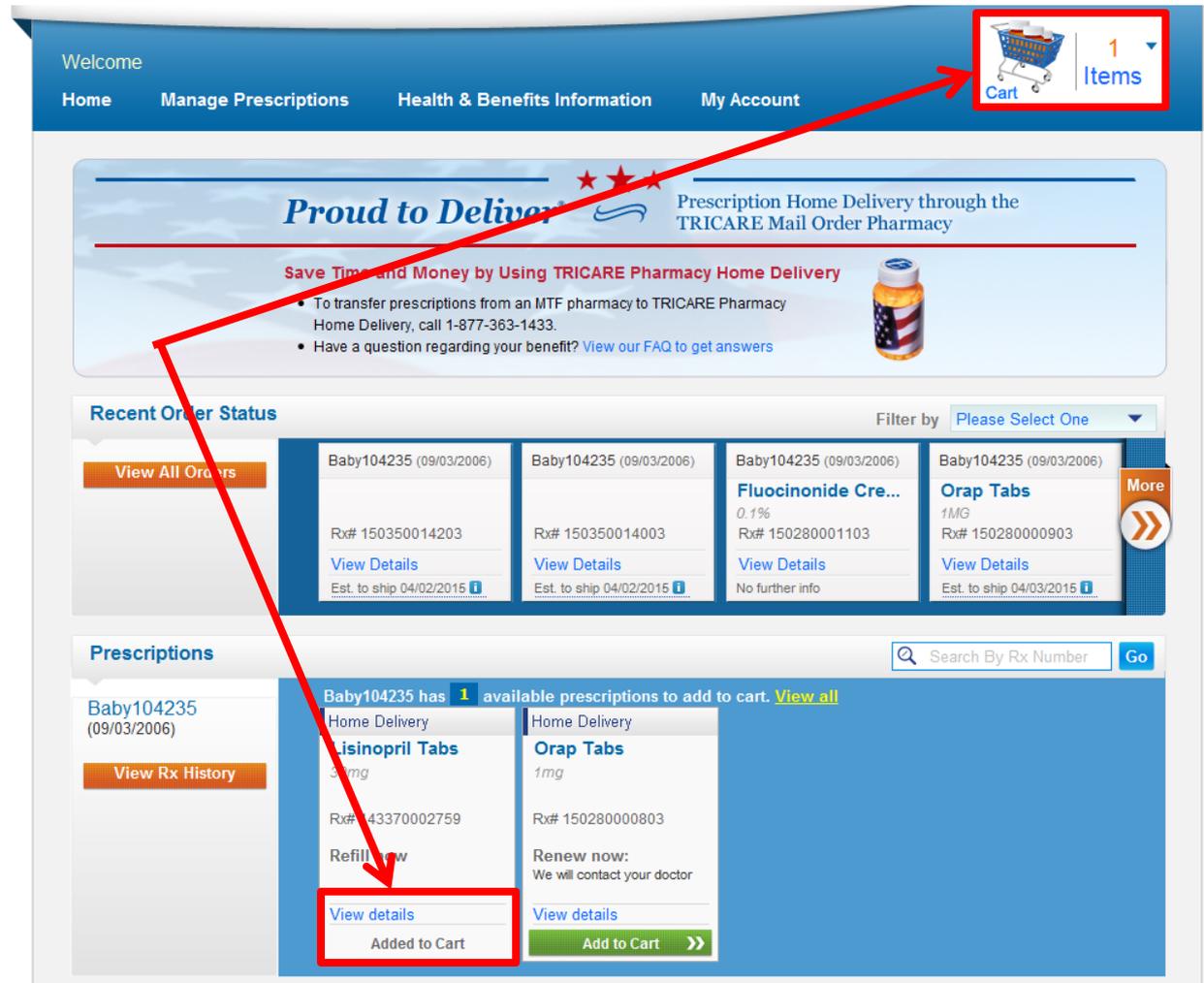
Lisinopril Tabs
30mg

Rx# 143370002759

Refill now

[View details](#)

Add to Cart >>



Welcome

Home Manage Prescriptions Health & Benefits Information My Account

Cart 1 Items

Proud to Deliver Prescription Home Delivery through the TRICARE Mail Order Pharmacy

Save Time and Money by Using TRICARE Pharmacy Home Delivery

- To transfer prescriptions from an MTF pharmacy to TRICARE Pharmacy Home Delivery, call 1-877-363-1433.
- Have a question regarding your benefit? [View our FAQ to get answers](#)

Recent Order Status Filter by Please Select One

| View All Orders | Baby104235 (09/03/2006) | Baby104235 (09/03/2006) | Baby104235 (09/03/2006) | Baby104235 (09/03/2006) | More >> |
|-----------------|---|---|---|--|---------|
| | Rx# 150350014203 View Details Est. to ship 04/02/2015 | Rx# 150350014003 View Details Est. to ship 04/02/2015 | Fluocinonide Cre... 0.1% Rx# 150280001103 View Details No further info | Orap Tabs 1MG Rx# 150280000903 View Details Est. to ship 04/03/2015 | |

Prescriptions Search By Rx Number Go

Baby104235 (09/03/2006) **View Rx History**

Baby104235 has 1 available prescriptions to add to cart. [View all](#)

| Home Delivery | Home Delivery |
|---|---|
| Lisinopril Tabs 30mg Rx# 143370002759 Refill now View details Added to Cart | Orap Tabs 1mg Rx# 150280000803 Renew now: We will contact your doctor View details Add to Cart >> |

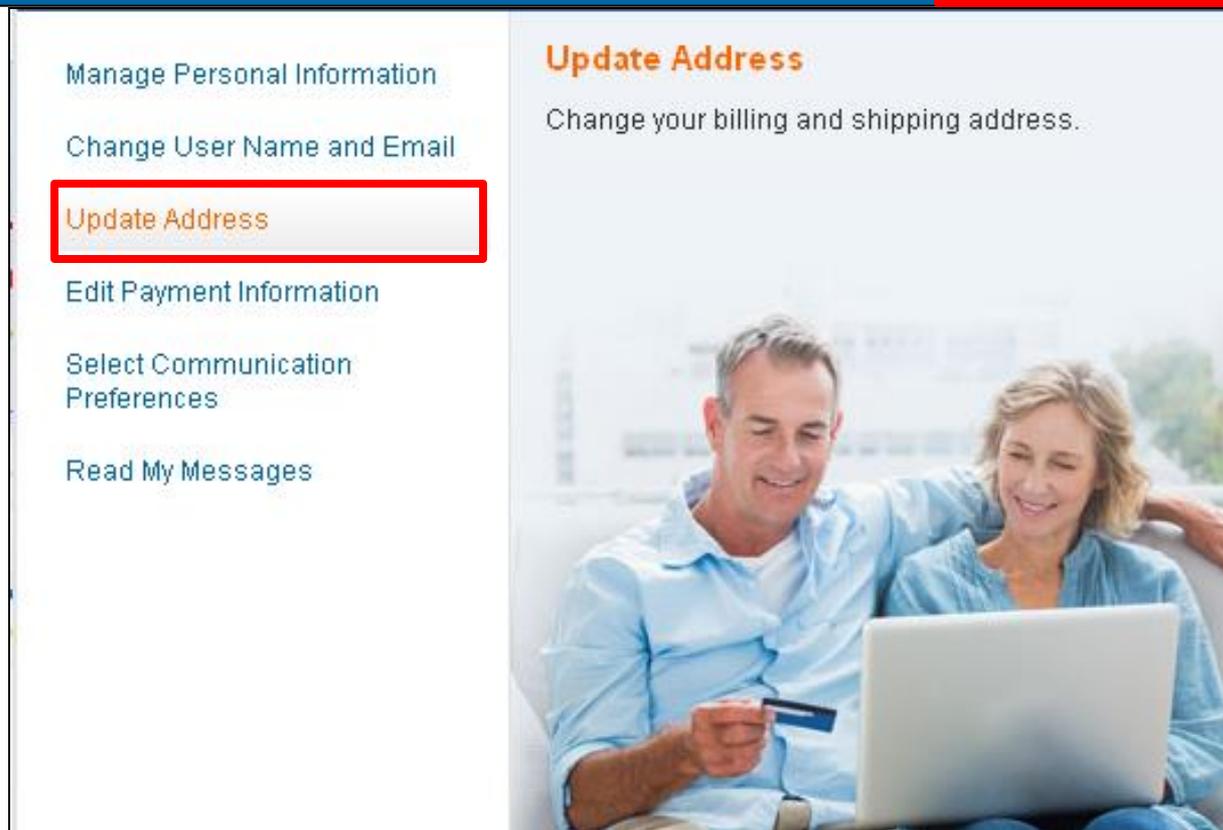
- Click Add to Cart.
- After clicking Added to Cart, the cart and the prescription will reflect the addition.



Update Address



- Click My Account.
- Click Update Address
- Use this to update:
 - Address
 - E-mail address
 - Payment info
 - Communication preferences





Update Address

- On the Account Settings screen you can update:
 - Personal information
 - Phone numbers
 - Username and e-mail
 - Payment information
 - Address
 - You can also answer a Health Questionnaire and delete your online account
 - Viewing and communication preferences
- Click Address to go to the address book.

Account settings

Welcome to your account settings. To view your settings in detail, please select the categories under Account information and Preferences. To update your profile, click on the upper-right corner of the information box.

| Your information | Address | Edit information | | | | | | |
|--|--|----------------------------------|---------------------------------|--|--------------------------------------|--|--------------------------------------|--|
| <ul style="list-style-type: none">Personal informationPhone numbersUsername and e-mailPayment information▶ AddressHealth questionnaireDelete your online account | <p>Your current active address:</p> <p>200 E WASHINGTON AVE SAINT LOUIS, MO 63122 Phone: (601) 982-3356</p> <p>View your address book to manage your household addresses.</p> | | | | | | | |
| Your preferences | Viewing preferences | Edit preferences | | | | | | |
| <ul style="list-style-type: none">▶ Viewing preferencesCommunication preferences | <table><tbody><tr><td>View the full name for each drug</td><td><input type="text" value="on"/></td></tr><tr><td>Preferred language for online accounts</td><td><input type="text" value="English"/></td></tr><tr><td>Preferred language for written communication (excluding email)</td><td><input type="text" value="English"/></td></tr></tbody></table> | View the full name for each drug | <input type="text" value="on"/> | Preferred language for online accounts | <input type="text" value="English"/> | Preferred language for written communication (excluding email) | <input type="text" value="English"/> | |
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| Preferred language for written communication (excluding email) | <input type="text" value="English"/> | | | | | | | |



Update Address

Address book

Please enter your information in the space provided below. This address change will *not* affect any orders that have already been placed.

Individual address | Primary household address | Billing address

Your primary household address will be used unless otherwise entered below.

Permanent address | Temporary address

BABY104235 SANCHEZ (09/03/2006)

Use previous address

Street Address 1

This is a Military address

200 E WASHINGTON AVE

Street Address 2

City

SAINT LOUIS

State

Missouri

Zip Code

63122 -

Phone number

| Phone | Type | Primary |
|----------------|---------------------|----------------------------------|
| (601) 982-3356 | Mobile | <input checked="" type="radio"/> |
| | Select a phone type | <input type="radio"/> |
| | Select a phone type | <input type="radio"/> |

Apply this permanent address to

My primary household address.

Save

- Use this screen to update your:
 - Permanent,
 - Temporary,
 - Household or
 - Billing addresses.
- Click on the tabs to see each address.
- Click Save to keep your changes.

Eligibility

| DoD contractors and civil service employees : | TRICARE eligible beneficiaries (retirees, spouses) working as deployed contractors or civil service employees: | Transitional Assistance Management Program (TAMP) members: |
|---|--|--|
| Are NOT eligible to use TRICARE mail order pharmacy | <ul style="list-style-type: none">• Are eligible to use TRICARE mail order pharmacy <p>EXCEPTION: If member has other health insurance, TRICARE is considered secondary and member must utilize their other pharmacy benefits</p> <ul style="list-style-type: none">• Are responsible for any applicable co-pays• Are limited to 90-day supply only• Spouses must provide Sponsor SSN, not their own | <ul style="list-style-type: none">• Are eligible to use TRICARE mail order pharmacy• Are responsible for any applicable co-pays• Are limited to 90-day supply only• If orders have been extended, update record with DEERS to reflect active status to be eligible for 180-day supply |



Mail Order Prescription Limitations

| Prescription Type | Limitation |
|------------------------|--|
| Controlled (CII) | <ul style="list-style-type: none">• A hardcopy paper prescription• A valid personal DEA # (a facility DEA # will NOT be accepted)• Must have a provider's hand-written signature; photocopied, scanned, faxed or digitally signed prescriptions will NOT be accepted.• CII Rxs may be authorized for a maximum of a 90-day supply with no refills.• If errors are identified, a NEW prescription may be required.• ALL CII Rxs MUST be mailed to: Express Scripts, P.O. Box 52012, Phoenix AZ 85072-2012 |
| Controlled (CIII-CV) | <ul style="list-style-type: none">• A valid personal DEA # (a facility DEA# will NOT be accepted)• Must have a provider's hand-written signature; photocopied or digitally signed prescriptions will NOT be accepted.• If errors are identified, a NEW prescription may be required.• CIII-CV prescriptions may be faxed or scanned to Express Scripts |
| OTC medications | <ul style="list-style-type: none">• Are NOT part of the TRICARE pharmacy benefit through Mail Order. (Exceptions: Prilosec, Claritin, Claritin-D, Zyrtec and Zyrtec-D).• Allegra is considered OTC and is not available. |
| Refrigerated packaging | Medications requiring refrigerated packaging will not be shipped to APO/FPO addresses. |



Mail Order Prescription Limitations

| Prescription Type | Limitation |
|------------------------------|--|
| Non-deployable medications * | <p>Proof of an approved CENTCOM waiver is required for medications which are disqualifying for deployment.</p> <ul style="list-style-type: none">• Rxs for non-deployable medications will not be honored UNLESS at least one of the following applies:<ul style="list-style-type: none">• Copy of an approved CENTCOM waiver**• Medical/pharmacy personnel can:<ul style="list-style-type: none">• Confirm that CENTCOM waiver has been approved for this member/medication.• Provide documentation/confirmation that the member/Rx fall under circumstances which do NOT require a waiver. |
| Psychotropic medication*** | <ul style="list-style-type: none">• 180 day supply of psychotropic medications may be supplied at the pre-deployment processing center. Exception: CII stimulants - 90 day MAX. In Theater, a 180 day supply (total) may be supplied.• Mail order prescriptions for psychotropic medications will NOT be accepted from pre-deployment sites.• Service members MUST see a provider in theater for all follow-up care/prescription renewals to ensure close monitoring. |
| Smoking cessation | <p>Are now covered by the TRICARE pharmacy benefit. Chantix is considered a non-deployable medication and proof of waiver is required.</p> |

*Reference PPG TAB A, paragraph 7.H – medications which may be disqualifying for deployment.

** Reference USCENTCOM Deployment Policy MOD 12, paragraph 15.C.3 – Medical Waivers

*** Reference USCENTCOM Deployment Policy MOD12, paragraph 15.D.2.B - Exceptions



Submit a Prescription



Fax – Providers and Processing Centers Only

- 877-327-8038 (*PREFERRED*)
- The cover sheet must indicate fax origin, # of pages & sender contact info



Upload via DPP server – Providers and Processing Centers Only

- Clinic/pharmacy may upload the prescription via DPP secure server



Postal mail (required for CII prescriptions):

- Send to:
- Express Scripts P.O. Box 52012 Phoenix AZ 85072-2012



E-mail

DO NOT SUBMIT PRESCRIPTIONS VIA E-MAIL

This is a HIPAA VIOLATION

- ❖ **Prescriptions submitted through non DPP channels (anything other than listed above), may result in delayed or incorrect processing.**



Contact Information

Phone

Phone: 855-215-4488 or 314-684-7506
8am-8pm (CST) Monday-Friday*
Fax: 877-327-8038

Mail

Express Scripts
P.O. Box 52012
Phoenix, AZ 85072-2012

E-mail

[DeployedPrescriptionProgram@
express-scripts.com](mailto:DeployedPrescriptionProgram@express-scripts.com)

*If you are calling after hours, leave a voice mail with your name, reason for your call and the best way to contact you. ESI will return your call or send you an email.



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Questions?



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Thank You