

TRICARE Fundamentals Course

Pharmacy

7

Instructor Guide

References

10 USC 32 CFR § 199
2008 TRICARE Policy Manual, Chapter 8
2008 TRICARE Operations Manual, Chapter 23
www.tricare.mil
<http://member.express-scripts.com>
MMSO Process Guide



Brain teaser

Each of the eight items below is a separate puzzle.

How many can you figure out?

<p>1.</p> <p>TOOL O O O O LOOT</p>	<p>2.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <p>Bathing Suit</p> </div>	<p>3.</p> <p>gone let gone gone be gone</p>	<p>4.</p> <p>NNNNNNN AAAAAAA CCCCCCC</p>
<p>5.</p> <p>(ice)^3</p>	<p>6.</p> <p>Gun Jr.</p>	<p>7.</p> <p>GI cccc</p>	<p>8.</p> <p>BLOOD WATER</p>

1.) Toolbox

2.) Topless bathing suit

3.) Let bygones be bygones

4.) 7-Up Cans

5.) Ice Cube

6.) Son of a gun

7.) GI Overseas

8.) Blood is thicker than water

Module Objectives



Show slide #2

Module Objectives

- Describe the TRICARE Pharmacy Benefits Program
- Identify who is eligible for TRICARE pharmacy benefits
- Compare the TRICARE pharmacy options
- List TRICARE pharmacy costs

- **Describe the TRICARE Pharmacy Benefits Program**
- **Identify who is eligible for TRICARE Pharmacy Benefits**
- **Compare the TRICARE pharmacy options**
- **List TRICARE pharmacy costs**

Show slide #3



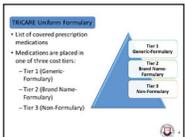
1.0: Test question

1.0 Pharmacy Benefits

- The TRICARE Pharmacy Benefits Program cost-shares on prescription drugs and medicines that:
 - Are approved for marketing by the U.S. Food and Drug Administration (FDA)
 - By U.S. law, require a prescription from a physician or other authorized professional provider, acting within the scope of his or her license
 - Are ordered and prescribed in accordance with state and federal law
- The TRICARE Pharmacy Benefits Program offers services through:
 - **MTF pharmacies**
 - **TRICARE Pharmacy Home Delivery (including specialty services)**
 - Restrictions apply for home delivery outside of the United States and U.S. territories (See Section 6.0 of this module for details.)
 - **TRICARE network retail pharmacies (stateside and U.S. territories)**
 - **Non-network retail pharmacies**
 - Host nation pharmacies are considered non-network pharmacies. (Beneficiaries are responsible for the total cost of pharmacy services up front and must file a claim for reimbursement.)

Note: U.S. Family Health Plan (USFHP) enrollees aren't eligible for the TRICARE Pharmacy Benefits Program and must use USFHP pharmacy providers.

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2.0 TRICARE Uniform Formulary

2.1 Uniform Formulary

- The Department of Defense Pharmacy and Therapeutics (P&T) Committee's Uniform Formulary process determines and lists covered prescription medications.
- The DoD P&T Committee can also make recommendations for the Basic Core Formulary.
 - The Basic Core Formulary is a list of medications from the TRICARE Uniform Formulary that all full-service MTFs are required to have available.
- The Uniform Formulary process evaluates the clinical and cost effectiveness of drugs within therapeutic drug classes, where medications are placed in one of three cost tiers:
 - Tier 1: Generic Formulary
 - Tier 2: Brand Name Formulary
 - Tier 3: Non-Formulary
- The DoD mandates prescriptions be filled with a generic equivalent if one is available. ADSMs cannot fill prescriptions for non-formulary medications unless medical necessity is established.
 - If a brand name medication has a generic equivalent, the brand name medication may only be dispensed if a provider establishes medical necessity (brand name copays apply). If medical necessity isn't established, the beneficiary is responsible for the full cost of the brand name medication.

2.1.1 Uniform Formulary Limits and Prior-Authorization

- TRICARE has quantity limits on certain medications, meaning TRICARE only pays for a specific amount of medication when that prescription is filled.
- Certain medications require prior-authorization.
- TRICARE denies payment for medications used to treat conditions that aren't covered by TRICARE or aren't in the formulary due to federal regulations (e.g., food supplements, drugs for cosmetic purposes).

2.2 TRICARE Formulary Search Tool

- Information about the Uniform Formulary and the status of various medications can be found in the TRICARE Formulary Search Tool at www.pec.ha.osd.mil/formulary_search.php. The TRICARE Formulary Search Tool allows users to:
 - View which medications are on the Basic Core Formulary
 - Check benefit coverage of specific medications and generic equivalents
 - Find copayment information for prescription medications, including injectables
 - Learn about generic equivalents for brand name medications, quantity limits, and prior authorization requirements
 - View and print prior authorization criteria and medical necessity forms

Show slide #5



3.0 Eligibility

The TRICARE Pharmacy Benefits Program is available to:

- Active duty service members (ADSMs)
- Active duty family members (ADFMs)
- Beneficiaries listed in the Defense Enrollment Eligibility Reporting System (DEERS) as TRICARE eligible or as direct care eligible (only use the MTF pharmacy)
- Certain Guard and Reserve members
- TRICARE Reserve Select (TRS) members, TRICARE Retired Reserve (TRR) members, TRICARE Young Adult (TYA) members, and Continued Health Care Benefit Program (CHCBP) enrollees
- Foreign force members and their families

Note: Enrollment isn't required to use the pharmacy benefit. **Eligibility is verified through DEERS.**

3.0: Test question

3.1 Pharmacy Benefits for Dependent Parents and Parents-in-Law

Dependent parents and parents-in-law aren't TRICARE eligible. However, they may be eligible to use the TRICARE Pharmacy Benefits Program if they:

- Meet the uniformed service's requirements to be considered a dependent
- Show as eligible in DEERS
- Turned 65 years old on or after April 1, 2001, and are entitled to Medicare Part A and purchased Part B (**Note:** Before turning 65, a dependent parent or parent-in-law may only fill prescriptions at an MTF pharmacy.)

4.0 Military Treatment Facility (MTF) Pharmacy

- Each MTF is required to stock the medications listed on the Basic Core Formulary.
 - Non-formulary drugs generally aren't available at MTFs. Based on its scope of care and beneficiary population, MTFs may add select medications to their local formulary.
- MTFs fill most prescriptions with a 90-day supply.
- MTFs can fill prescriptions written by licensed civilian providers if the MTF carries the medication.
- Prescriptions are filled at no cost to the beneficiary.

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5.0 TRICARE Pharmacy Home Delivery

- The TRICARE Pharmacy Home Delivery option is a cost-effective and convenient way for beneficiaries to get maintenance prescription medications for chronic conditions, while helping the DoD reduce health care costs.
- Beneficiaries may also have specialty medications filled through home delivery if the medication is on the formulary.
 - Specialty medications are usually high-cost; self-administered; injectable or oral medications that treat serious chronic conditions.

5.1 Pharmacy Home Delivery—Overseas

- There are unique restrictions for home delivery overseas (not including U.S. territories):
 - Outside of the United States and U.S. territories, home delivery is only available to registered beneficiaries with Army Post Office (APO), Fleet Post Office (FPO), or Diplomatic Post Office (DPO) addresses.
 - Beneficiaries who are assigned to a U.S. embassy and do not have APO/FPO/DPO addresses must use the embassy address.
 - DPO (U.S. embassy) mailings are restricted to TRICARE eligible persons on official duty.
 - Beneficiaries can update their APO/FPO/DPO and e-mail addresses online at www.express-scripts.com/TRICARE or www.dmdc.osd.mil/appj/bwe.
 - Refrigerated medications cannot be shipped to APO/FPO/DPO addresses.
 - All prescription medications are subject to local customs or policies.
 - Prescriptions must be written by U.S.-licensed providers.

5.2 Opening a Pharmacy Home Delivery Account

- To begin using home delivery, beneficiaries must register for an account. A separate account must be created for each family member.
- Registration can be accomplished:
 - Online: www.express-scripts.com/TRICARE
 - Phone: Stateside and overseas call toll-free: 1-877-363-1303
 - Mail: Download the registration form on www.express-scripts.com/TRICARE and mail it to:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

5.3 Using Home Delivery

- Beneficiaries can fill or refill home delivery prescriptions by mail, fax, phone, or online.
 - By law, **new** prescriptions can only be submitted by mail, fax, or through a provider's e-prescribing system.
 - Faxed prescriptions (new or changes) must be faxed directly from a provider's office to the pharmacy contractor.
 - Controlled substance prescriptions can only be mailed.
- **A 90-day supply and three refills are available for most medications.**
 - For certain medications, such as controlled substances, there may be a 30-day or other limitation imposed by federal law.

5.3: Test question

- Registered users have online access to account and general prescription drug and health information.
 - Registered users mail their provider's written prescription(s) and pay their copayments (by check or credit card) to the pharmacy contractor. The following must be included on each new prescription:
 - Patient's full name, date of birth, address, and sponsor's identification (ID) number (sponsor's SSN or DoD Benefits Number may be used)
 - Prescriber's name, address, phone number, license, and Drug Enforcement Agency (DEA) number
 - Prescriber's handwritten signature
- Once the prescription is processed (usually within 10–14 days), the contractor sends medications directly to the beneficiary.
- The contractor recommends beneficiaries have a 30-day supply on hand when first requesting home delivery.
- Beneficiaries can then use the auto-refill option or request refills based on the refill date on the medication label.
- Beneficiaries can convert their retail or MTF prescriptions to home delivery by either going online or contacting the pharmacy contractor.
- Deployed service members may get medications mailed overseas through the Overseas Deployment Prescription Program. (See Appendix A of this module for more information.)

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6.0 Network Retail Pharmacy

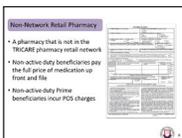
6.1 Network Retail Pharmacy

The network retail pharmacy option allows beneficiaries to fill prescriptions at network pharmacies in the United States and U.S. territories (currently, there are no network retail pharmacies in American Samoa).

6.2 Using Network Retail Pharmacies

- Beneficiaries must present their uniformed services ID card.
- Licensed providers may submit prescriptions to a network retail pharmacy of choice by the beneficiary, or by internet, fax, or phone, depending on pharmacy laws for that state or territory.
- Beneficiaries can find network retail pharmacies by using the Pharmacy Locator at www.express-scripts.com/tricare/pharmacy or calling 1-877-363-1303.

Show slide #9



7.0 Non-Network Retail Pharmacy

- A non-network retail pharmacy doesn't agree to be part of the TRICARE retail pharmacy network. This includes host nation pharmacies.
 - Using a non-network retail pharmacy should be a beneficiary's last option when getting a prescription filled within the United States or U.S. territories, as it's the most expensive option.
- When using a non-network retail pharmacy or overseas host nation pharmacy, beneficiaries, including ADSMs, pay the total cost up front and file claims for reimbursement after applicable cost-shares, deductibles, or copays are met. (See Section 11.0 of this module for claims filing information.)

7.1 TRICARE Pharmacy Services in the Philippines

- As of September 1, 2011, to be reimbursed for out-of-pocket costs TRICARE beneficiaries living or traveling in the Philippines must obtain prescription medications from either a TRICARE-certified licensed civilian retail pharmacy outlet or TRICARE-certified hospital-based pharmacy.
- TRICARE won't reimburse beneficiaries for medications purchased in an individual provider's office in the Philippines.
 - Beneficiaries can get help locating a TRICARE-certified licensed civilian retail pharmacy by calling the TRICARE Overseas Program Singapore Regional Call Center at +65-6339-2676 (overseas) or 1-877-678-1208 (stateside).

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8.0 Pharmacy Program Cost Overview

8.1 Stateside and U.S. Territories

	Formulary Medication		Non-Formulary Medication
	Generic	Brand Name	Brand Name
MTF (up to a 90-day supply)	\$0	\$0	Not Applicable (generally not available at MTFs)
Home Delivery* (up to a 90-day supply)	\$0	\$9	\$25
Network Retail Pharmacy* (up to a 30-day supply)	\$5	\$12	\$25
Non-Network Retail Pharmacy* (up to a 30-day supply)	<p>TRICARE Prime options (stateside and overseas): 50% cost-share after the point-of-service (POS) deductible is met (\$300 single/\$600 family)</p> <p>All other beneficiaries: \$12 or 20% of the total cost, whichever is greater, after the annual outpatient deductible is met</p>		<p>TRICARE Prime options (stateside and overseas): 50% cost-share after the POS deductible is met (\$300 single/\$600 family)</p> <p>All other beneficiaries: \$25 or 20% of the total cost, whichever is greater, after annual outpatient deductible is met</p>

8.1: Test question

* ADSMs' prescriptions are filled at no cost to ADSMs. They are reimbursed 100% of the cost if they use a non-network pharmacy.

Note: Copayments are applied to deductibles and catastrophic caps.

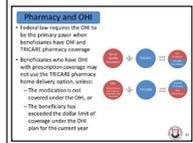
8.2 Overseas

- Beneficiaries filling prescriptions at overseas host nation pharmacies file claims with the overseas contractor.
 - TOP Prime/TOP Prime Remote enrollees are reimbursed 100% of billed charges.
 - All others pay applicable TOP Standard cost-shares and deductibles.

9.0 TRICARE and Medicare Part D

- TRICARE for Life (TFL) beneficiaries are covered under the TRICARE Pharmacy Benefits Program. Requirements and costs are based on how and where prescription services are received (i.e., MTF, home delivery, retail, non-network; stateside/U.S. territories or overseas).
- Medicare has a prescription drug option referred to as Medicare Part D. It is only available in the United States and U.S. territories.
 - Note:** Medicare eligible beneficiaries aren't required to purchase Medicare Part D to have prescription drug coverage under the TRICARE Pharmacy Benefits Program. TRICARE is considered creditable coverage (i.e., equal to) Medicare Part D coverage for Medicare purposes.
 - If a TFL beneficiary shows as having Medicare Part D but isn't enrolled or disenrolled, the beneficiary should contact DEERS to get their record corrected.
 - Phone: 1-800-538-9552 (worldwide) or 1-866-363-2883 (TTY/TDD)
 - In person: To find a DEERS office visit www.dmdc.osd.mil/rsl
- TFL beneficiaries who live overseas may contact the pharmacy contractor with questions. Overseas contact information is available in Section 12.0 of this module.

Show slide #11



10.0 Pharmacy Benefits with Other Health Insurance (OHI)

- For beneficiaries with OHI and TRICARE pharmacy coverage, federal law requires the OHI be the primary payer. TRICARE is the last payer.
 - Between the two payers, most medication expenses are covered.
- TRICARE is the primary payer for TRICARE-covered medications not covered by the beneficiary's OHI or when the beneficiary reaches the OHI plan's pharmacy benefit cap.
- Those with prescription OHI coverage cannot use TRICARE's home delivery, unless:
 - The medication isn't covered under the OHI; or
 - The beneficiary has exceeded his/her OHI dollar coverage limit for the current year
- At retail pharmacies, TRICARE beneficiaries who have OHI with prescription coverage must show both their OHI and uniformed services ID cards.
- Beneficiaries should use their OHI's home delivery or retail pharmacy benefit, pay the OHI's copayment, and then submit a claim to the TRICARE pharmacy or overseas contractor for reimbursement.
- Stateside beneficiaries with OHI select a pharmacy that is in both their OHI's and TRICARE's network. (Otherwise the beneficiary may have to pay non-network retail pharmacy cost-shares or POS charges if enrolled in TRICARE Prime.)
- Many TRICARE network retail pharmacies can coordinate benefits electronically, which allows the pharmacy to process TRICARE's payment before the beneficiary leaves the pharmacy. This is how it works:
 - The beneficiary goes to a pharmacy that accepts their OHI and is also a TRICARE network retail pharmacy.
 - The beneficiary shows proof of OHI and TRICARE (enrollment and ID cards).
 - The pharmacy submits the claim to the OHI.
 - The pharmacy then submits a second transaction to TRICARE.
 - TRICARE's claims system reviews the unpaid portion of the claim and pays up to the TRICARE-allowable amount.
 - The beneficiary pays any remaining costs after both plans process the claim.

Note: Medicaid, TRICARE supplements, and Indian Health Services plans aren't considered OHI.

11.0 Pharmacy Claims

- To get reimbursed for prescription costs when using non-network pharmacies stateside or overseas, beneficiaries must complete a *TRICARE DoD/CHAMPUS Medical Claim—Patient's Request for Medical Payment* (DD Form 2642).
 - Forms are available at www.tricare.mil/forms
 - **Note:** Guard/Reserve members with an approved Line of Duty or Notice of Eligibility (LOD/NOE) condition always pay out of pocket for prescription medications and complete a *DD Form 2642* to get reimbursed. See the *National Guard and Reserve* module for more information on LOD/NOE pharmacy claims.
- Beneficiaries must include the following information with their claim:
 - Patient's name
 - Drug name, strength, date filled, recommended dose, quantity dispensed, and price of each drug
 - National Drug Code for each drug, if available
 - Prescription number of each drug
 - Name and address of the pharmacy
 - Name and address of the prescribing physician

Note: Billing statements showing only total charges, canceled checks, or cash register and similar types of receipts are not acceptable as itemized statements, unless the receipt provides the detailed information listed above. Beneficiaries with OHI include a copy of the Explanation of Benefits (EOB) from their primary insurance.

- Claims for medications dispensed in a provider's office or by a home health care agency or specialty pharmacy are the responsibility of the regional contractor (not the pharmacy contractor).
- Beneficiaries in overseas areas, excluding U.S. territories, must file their prescription claims with the overseas claims processor and include proof of payment with their claims.
- Claims for prescriptions filled in the United States and Puerto Rico must be received and entered in the claim processor's system within one year of the date of service.
- Claims for prescriptions filled in overseas locations (including all U.S. territories except Puerto Rico) must be submitted for processing within three years of the date of service.
- Pharmacy claims filing addresses can be found in Appendix B of this module.

11.1 Appealing a Denied Claim

- Beneficiaries can appeal a denied pharmacy claim. The appeal must be in writing, signed, and postmarked or received by the pharmacy contractor within 90 calendar days from the date the claim was initially denied. A copy of the denial decision must be submitted with the appeal. The appeal must state what the beneficiary disagrees with.
 - Stateside and U.S. territory appeals are sent to:

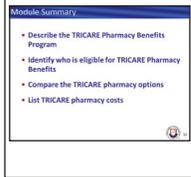
Express Scripts, Inc.
P.O. Box 60903
Phoenix, AZ 85082-0903
 - Overseas appeals are sent to the overseas claims processor. See the *Claims and Appeals* module for overseas appeals filing addresses.
- Beneficiaries may send additional documentation to support their appeal. However, they must meet the 90-day time frame and indicate in their initial appeal package that additional documentation will be sent later.

Module Objectives



Show slide #12

Summary:



- Describe the TRICARE Pharmacy Benefits Program
- Identify who is eligible for TRICARE Pharmacy Benefits
- Compare the TRICARE pharmacy options
- List TRICARE pharmacy costs

Test Questions

- 23) Which of the following are TRICARE pharmacy program options?
- A. MTF pharmacy
 - B. Pharmacy home delivery
 - C. Network retail pharmacy
 - D. All of the above
- 24) Which of the following determines a beneficiary's eligibility for the TRICARE Pharmacy Benefits Program?
- A. Approval or denial of the beneficiary's enrollment form by his or her branch of service
 - B. Whether or not the beneficiary's prescriptions are listed on the Basic Core Formulary
 - C. The beneficiary's TRICARE eligibility status as listed in DEERS
 - D. Eligibility is dependent on if the beneficiary resides within 50 miles or a one-hour drive from a TRICARE network retail pharmacy.
- 25) Which of the following TRICARE pharmacy program options charges Prime enrollees (except for ADSMs) a 50% point-of-service cost-share?
- A. Network retail pharmacies
 - B. Pharmacy home delivery
 - C. MTF pharmacies
 - D. Non-network retail pharmacies
- 26) If a beneficiary chooses to utilize the TRICARE Pharmacy Home Delivery option, he or she can expect to receive a _____ supply of most medications.
- A. Two-week
 - B. 30 day
 - C. 60 day
 - D. 90 day

Appendix A: Home Delivery and the Overseas Deployment Prescription Program

- Deploying service members should register for a home delivery account and receive an initial 180-day supply of maintenance medications prior to deployment, per current theater guidance.
- The MTF pharmacy or deployment processing center forwards a deployment prescription form via mail, fax, or through the secure DoD PharmacoEconomic Center website (www.pec.ha.osd.mil) to the TMA Pharmacy Operations Center for future processing of the service member's medications while deployed.
- The TMA Pharmacy Operations Center reviews the deployment prescriptions, processes them per DoD policy, and forwards them to the pharmacy contractor.
- After deploying, service members receive an e-mail from the pharmacy contractor asking them to update their online account with their current mailing address (APO/FPO/DPO).
 - Service members who do not receive an e-mail 60 days after deploying should contact the TMA Pharmacy Operations Center at:
 - Phone: 1-866-275-4732 (stateside or overseas) or 1-210-221-8274
 - DSN: 471-8274
 - E-mail: pdts.ameddcs@amedd.army.mil
- Prescription(s) are on hold until refills are available.
- When the medication reaches the refill date, the pharmacy contractor sends an e-mail reminding service members to order the refill.
 - Service members should then log in to their home delivery account.
 - **Note:** Deployment prescription refills **are not** automatically sent since a service member's deployment status could change unexpectedly.
- It's very important for service members to keep their e-mail and mailing address information updated. If service members have questions or experience problems, they should contact the pharmacy contractor or the TMA Pharmacy Operations Center.
 - When service members don't update their contact information or request refills, the prescription remains on hold until it expires, which is one year from the date the prescription was written.
 - Service members with questions about the Deployment Prescription Program can contact the TMA Pharmacy Operations Center at:
 - Phone: 1-866-275-4732 (stateside or overseas) or 1-210-221-8274
 - DSN: 471-8274
 - E-mail: pdts.ameddcs@amedd.army.mil
- Delivery overseas may take anywhere from 2–4 weeks from the date shipped.

Appendix B: Pharmacy Contact Information

Pharmacy Benefit Contractor Contact Information for Home Delivery and Retail (Stateside and U.S. Territories)	
General Correspondence	<p>Phone: 1-877-363-1303 Online: www.express-scripts.com/tricare Mail: Express Scripts, Inc. PO Box 52150 Phoenix, AZ 85072</p>
International Toll-Free Access	<p>Dial the in-country access code listed below Germany: 00+800-3631-3030 Italy: 00+800-3631-3030 Japan—IDC: 0061+800-3631-3030 Japan—Japan Telecom: 0041+800-3631-3030 Japan—KDD: 010+800-3631-3030 Japan—Other: 0033+800-3631-3030 South Korea: 002+800-3631-3030 Turkey: 0811-288-0001 (once prompted, input 877-363-1303) United Kingdom: 00+800-3631-3030 Note: Beneficiaries residing overseas located in areas outside of these six countries should call their local point of contact number, which will provide access to the Express Scripts Contact Center.</p>
Pharmacy Operations Center	<p>Phone: 1-866-ASK-4PEC/1-866-275-4732 (For specific in-country, toll-free service, where established) Online: www.pec.ha.osd.mil</p>
Pharmacy Claim Filing Information	<p>Phone: 1-877-363-1303 Online: www.tricare.mil/pharmacy/claims</p>

Pharmacy Claims Contact Information	
United States and U.S. Territories	Overseas Areas, Excluding U.S. Territories
<p>Express Scripts, Inc. P.O. Box 52132 Phoenix, AZ 85082 1-877-363-1303 www.express-scripts.com/TRICARE</p>	<p>Active Duty Service Members TRICARE Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968 Eurasia-Africa: 1-877-678-1207 Latin America and Canada: 1-877-451-8659 Pacific: 1-877-678-1208 (Singapore) 1-877-678-1209 (Sydney) www.tricare-overseas.com/beneficiaries.htm</p> <p>All Other Beneficiaries—Eurasia-Africa TRICARE Overseas Program P.O. Box 8976 Madison, WI 53708-8976 1-877-678-1207 www.tricare-overseas.com/beneficiaries.htm</p> <p>All Other Beneficiaries—Latin America and Canada TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985 1-877-451-8659 www.tricare-overseas.com/beneficiaries.htm</p> <p>All Other Beneficiaries—Pacific TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985 Singapore: 1-877-678-1208 Sydney: 1-877-678-1209 www.tricare-overseas.com/beneficiaries.htm</p>