

# COVID-19

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

## STATUS OF TRICARE PHARMACY SERVICES AS OF JUNE 19, 2020

This message replaces guidance issued on March 31. It explains actions military pharmacies are taking to keep services and visits safe during the COVID-19 pandemic, and it outlines your pharmacy options as a TRICARE beneficiary.

We issued guidance to our 700 military pharmacies worldwide to adapt our services to protect patients and staff. We're also coordinating closely with Express Scripts to monitor our network of nearly 56,000 retail pharmacies and managing our TRICARE Pharmacy Home Delivery service. Through daily coordination with each of these points of service, and by carefully monitoring our drug supply, we have been able to continue providing medications you need to stay healthy.

### MILITARY PHARMACY OPERATIONAL STATUS

We adapted our services to ensure your safety. Out of the hundreds of military pharmacies worldwide, only eight had to temporarily curtail or limit their pharmacy services since mid-March.

Installation Commanders, hospital and clinic directors, and pharmacy chiefs will continue determine the status of local military pharmacy operations based on local conditions.

We have issued updated guidance for military pharmacies to manage their services depending on their status.

Changes in operations at military pharmacies may include but are not limited to the following:

- Decreased lobby capacity due to social distancing measures
- Separate drop off and pick up times
- Alternate pick up points
- Adjusted hours
- Temporary limits to beneficiary access (for example, active duty only)
- Temporary closure of a military pharmacy

Call your local military pharmacy refill line and check back regularly for more information on operational status. Search for your pharmacy's phone number at [tricare.mil/mtf](https://www.tricare.mil/mtf).

Social distancing and safety protocols within military pharmacies will vary by location and may include but are not limited to:

- Limiting the number of patients in the pharmacy
- Using signage to encourage six feet distance from other people
- Installing physical barriers such as Plexiglas in the windows
- Using touchless ID scanning and contactless prescription pick up

Some of our military pharmacies offered drive through or curbside services by borrowing staff from other specialties such as dentistry. We likely won't be able to continue to offer these options for several reasons as supporting staff return to their normal operations and because prescription volume will increase as routine visits and elective procedures resume.

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## TRICARE PHARMACY SERVICES: YOUR OPTIONS

We encourage you to consider retail and/or home delivery to ensure you get the medications you need when you need them. While our goal is to limit disruptions to service at military pharmacies, the nature of the virus and local outbreaks is unpredictable and pharmacy statuses may change quickly.

Consider if the following options might be right for you given your circumstances:

- **Military Pharmacies:** Verify your pharmacy's status before you need your prescription by calling your local military pharmacy's refill line, and check back regularly for updates. You can fill up to a 90-day supply of medications with no copayment. Search for your pharmacy's phone number at [tricare.mil/mtf](https://www.tricare.mil/mtf).
  - Ask your off-post provider to e-prescribe new prescriptions to your military pharmacy.
- **TRICARE Pharmacy Home Delivery:** Switch your prescription to home delivery to receive up to a 90-day supply of most medications. Copayments apply for anyone not on active duty. You can make the switch by phone, online, or via the Express Scripts app. Visit [tricare.mil/pharmacy](https://www.tricare.mil/pharmacy) for more information.
- **Retail Network Pharmacies:** Switch your prescription to one of the nearly 56,000 retail pharmacies in the TRICARE network to fill up to three, 30-day supplies of your medications at one time. Copayments apply for each 30-day supply for anyone not on active duty. Call your retail network pharmacy and ask them to call your military pharmacy to transfer your medication or your provider for a new prescription. Visit [tricare.mil/pharmacy](https://www.tricare.mil/pharmacy) for more information.

## COPAYMENTS

We realize the required copayments at retail and home delivery may be inconvenient to our beneficiaries. After military pharmacies, home delivery is the most cost-effective option, and the service helps limit exposure to others compared to a military or retail pharmacy setting. Visit [express-scripts.com/tform](https://www.express-scripts.com/tform) to determine the cost of your medication.

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## 2020 TRICARE PHARMACY COPAYMENTS

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

### MILITARY PHARMACY COPAYMENTS

- Generic and brand name formulary drugs are free at military pharmacies

### TRICARE PHARMACY HOME DELIVERY COPAYMENT (UP TO 90-DAY SUPPLY)

- Generic formulary drugs cost \$10
- Brand-name formulary drugs cost \$29
- Non-formulary drugs cost \$60

### RETAIL NETWORK PHARMACY COPAYMENT (UP TO 30-DAY SUPPLY\*)

- Generic formulary drugs cost \$13
- Brand-name formulary drugs cost \$33\*\*
- Non-formulary drugs cost \$60\*\*



## PHARMACY COSTS

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

\* Beneficiaries can get up to three 30-day supplies of most medications at a retail network pharmacy.

\*\* For all beneficiaries except ADSM's, 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.