



PUBLIC AFFAIRS/COMMUNICATION TALKING POINTS **PHARMACY – Formulary Search Tool**

BACKGROUND: The Defense Health Agency Communications Division, in collaboration with the Pharmacy Operations Division and TRICARE pharmacy contractor Express Scripts, is conducting a series of mini-campaigns to fill key beneficiary knowledge gaps identified in regards to the TRICARE pharmacy benefit. Beneficiary knowledge gaps are identified based on trends in beneficiary inquiries using TRICARE Customer Service Assistant Reporting Tool (ART) reports, in conjunction with website analytics reports evaluating visitor use of pharmacy-related search terms.

The first knowledge gap area in the beneficiary education campaign is the Formulary Search Tool. Educating beneficiaries about the tool will help increase beneficiary knowledge of drug coverage and the pharmacy benefit.

KEY MESSAGES:

- The TRICARE Formulary Search Tool mini-campaign is a part of the larger Beneficiary Knowledge Gap Campaign. The Knowledge Gap Campaign fills the beneficiary's educational needs regarding TRICARE Pharmacy benefits, which will improve the quality of healthcare provided.
- The TRICARE Formulary Search Tool mini-campaign aims to educate beneficiaries on the information found when using the search tool at www.esrx.com/tform.
- Information that can be found using the TRICARE Formulary Search Tool include:
 - Where your prescriptions can be filled (home delivery, local network pharmacy or military pharmacy) and any applicable copayments
 - Coverage details, such as prior authorization forms, medical necessity forms or other limitations
 - Information about the drug
 - Other drug options

TALKING POINTS:

- The TRICARE Pharmacy Program provides prescription drug coverage for all TRICARE beneficiaries. Express Scripts, the pharmacy contractor, manages the TRICARE pharmacy benefit.
- The TRICARE Formulary Search Tool helps you learn about your prescription, including where you can fill it, and how much you might pay. The tool is available on the Express Scripts website at www.esrx.com/tform.
- The TRICARE Formulary Search Tool can tell you:
 - Formulary status (generic drug, brand-name drug, non-formulary drug, non-covered drug)
 - Where the prescription can be filled (home delivery, local network pharmacy or military pharmacy) and any applicable copayments
 - Coverage details and limitations, such as prior authorization or medical necessity forms



- Information about the drug
- Other medication options
- The tool can help you determine where to fill your prescription, which depends on your beneficiary category and the type of drug you are prescribed. Your choices may include:
 - Military pharmacies
 - TRICARE Pharmacy Home Delivery
 - TRICARE retail network pharmacies
 - Non-network pharmacies*

*Note that while non-network pharmacies are an option for you, non-network pharmacies are not outlined in the tool. Beneficiaries filling at non-network pharmacies will need to file a claim for partial reimbursement.

- Learn more about your pharmacy benefit at www.tricare.mil/pharmacy or download the *TRICARE Pharmacy Program Overview* and www.tricare.mil/publications.