

# EXPRESS SCRIPTS IS READY TO DELIVER FOR YOUR DEPLOYED PATIENTS



For Providers Prescribing for  
Patients in the Deployment  
Prescription Program



EXPRESS SCRIPTS®





# DELIVERING MEDICATION SAFELY AND SECURELY

When you submit prescriptions to **Express Scripts**, you can count on greater adherence, simplicity, and safety for our service men and women, both during and after deployment.

This booklet explains how to prescribe through the Deployment Prescription Program so beneficiaries can get their new prescriptions and refills delivered from Express Scripts. Remember, it's crucial that Service Members and beneficiaries take their medications as you prescribe to ensure their health and mission readiness.

## Who's 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, TAMP participants must update their record with DEERS to reflect active status to be eligible for a 180-day supply.

# Creating your MTF Provider Portal account

The MTF Provider Portal is a secure web-based tool that allows for the transmission of Personal Health Information (PHI) between MTF Providers and Express Scripts.\*

## Register your account

1. Go to [express-scripts.com/mpp](https://express-scripts.com/mpp).
2. Click **Register with CAC**.
3. Select your DOD PIV or Email Certificate.
4. Follow the registration process.

## Log in to your account

If you already registered on the MTF Provider Portal, you can log in to your account anytime.

1. Go to [express-scripts.com/mpp](https://express-scripts.com/mpp).
2. Click **CAC Login**.
3. Select your DOD PIV or Email Certificate.

## Update your provider file

Click **My Settings**, then **Provider File** from the main menu. Please make sure your file has correct and up-to-date information, including:

- Phone numbers
- Fax number
- MTF/Location Name
- Address

In the My Settings section, you can also add Trusted Agents and Surrogates:

- Trusted Agents are delegates who can assist you with prescriptions.
- Surrogates are other Providers who can assist with and approve prescriptions on your behalf.



**Do not share accounts.** Request additional accounts for appropriate personnel.



4 \*We recommend limiting account access to key clinical personnel to reduce the risk of fraudulent prescriptions.

# Before deployment

When a beneficiary is being processed for deployment, please complete the following three steps:

1. **Use D-MART** (Deployment Medication Analysis and Reporting Tool) to see the medication profile snapshot for deploying beneficiaries.  
For help with D-MART, contact the DHA POSC Data Management Team at **866.275.4732** or [dha.jbsa.pharmacy.mbx.pass@mail.mil](mailto:dha.jbsa.pharmacy.mbx.pass@mail.mil).  
For more information, see [health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Pharmacy-Operations/POD-Analytics-Support/D-MART](https://health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Pharmacy-Operations/POD-Analytics-Support/D-MART).

2. **Write an initial prescription for a 180-day supply of medication to be dispensed at the pre-deployment pharmacy.** For refills in theater, use the DPP Prescription form found in the MTF Provider Portal.  
The processing center will send the form to Express Scripts to add the medication to the beneficiary's online account.

3. **If the beneficiary is deploying to an area where malaria is a concern, prescribe a full course of anti-malarial medication** for their entire deployment to be dispensed by the pre-deployment pharmacy.

### Give each beneficiary a reminder card with instructions to:

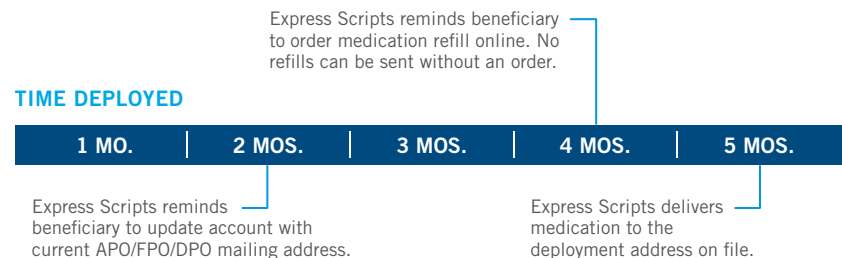
- ✔ Get up to a **180-day supply** of the prescribed medication from the pre-deployment pharmacy at their location.
- ✔ Create and sign in to their account online at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com) to update their mailing address to their deployment APO/FPO/DPO address. Service Members should use the email account they plan to access while deployed.
- ✔ Order all refills from their online account or on the Express Scripts® app. They can download the app by scanning this QR code.



# While deployed

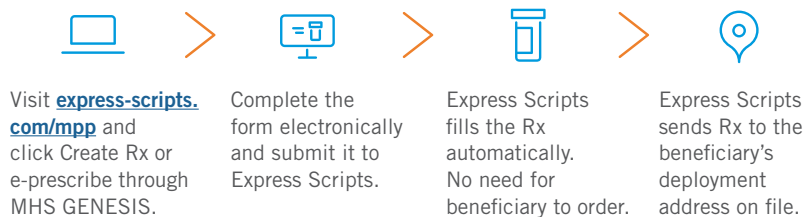
## Medication refills

Deployed Service Members should order refills themselves online at [militaryrx.express-scripts.com](https://militaryrx.express-scripts.com). Here's how it works:



## Missing, new or changing medications

If there's no prescription on file with Express Scripts or if you're making a change to treatment that requires a new medication:



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



### Submitting a DPP prescription in the MTF Provider Portal

1. Use your CAC card to log in at [express-scripts.com/mpp](https://express-scripts.com/mpp).
2. Click **Create Rx**.
3. Click **Deployment Prescription Program (DPP)**.
4. Fill out all the required prescription information.  
(You can add multiple medications to one request.)
5. Click **Review**.
6. Review the prescription and make sure all information is correct.
7. Click **Submit** to send the prescription for processing.

For controlled medications, **fill out** the form, and then **print, sign** and **send** it to Express Scripts.

C2 prescriptions must be mailed.

C3–C5 prescriptions can be faxed, mailed or phoned in.

Electronic signatures cannot be accepted at this time.

**Note: MHS GENESIS can be used to e-prescribe C2-C5 prescriptions.**


### Submitting a DPP prescription in MHS GENESIS


1. Select the Mail Order Pharmacy Type.
2. Search Pharmacy Name “Express Scripts Home Delivery.”
3. Update the ADSM address to APO/FPO/DPO.
4. **IMPORTANT:** Make a note in the Rx – “Deployment Prescription.”
5. C2-C5 prescriptions can be submitted in MHS GENESIS.


#### Where to submit a prescription

 **MTF Provider Portal**  
[express-scripts.com/mpp](https://express-scripts.com/mpp)

 **Call 855.215.4488**

 **MHS GENESIS**  
e-prescribe using MHS  
GENESIS, including C2–C5  
prescriptions

 **Mail**  
Required for C2 prescriptions  
if you cannot e-prescribe  
Express Scripts  
PO Box 52012  
Phoenix, AZ 85072-2012

 **Fax to 877.327.8038**  
Providers and processing centers only

855.215.4488



To help ensure compliance with HIPAA, **do not** submit prescriptions via email.

# Special exceptions

## Controlled medications (C2–C5)

These medications may be authorized for up to a 90-day supply only, with no refills. What's required:

- Provider's valid personal DEA number (facility DEA numbers **not** accepted)
- Provider's handwritten signature (photocopied or digitally signed prescriptions **not** accepted)
- Paper prescription (by mail) for C2 if you cannot e-prescribe\*
- Prescriptions must be mailed or faxed to Express Scripts with a handwritten signature (C3–C5) if you cannot e-prescribe

Express Scripts  
 PO Box 52012  
 Phoenix, AZ 85072-2012  
 Fax: **877.327.8038**  
 Toll-free: **855.215.4488**

For all controlled medications, if errors are identified, a new prescription may be required. Express Scripts will contact you with any questions before processing the prescription.

## Over-the-counter (OTC) medication

Most OTC medications **are not** available from Express Scripts. However, there are a few that can be filled with a prescription. 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://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits)

## Refrigerated packaging

Medications requiring temperature-controlled packaging **will not** be shipped to APO/FPO/DPO addresses.

## Psychotropic medication

Up to a 180-day supply may be dispensed at the pre-deployment processing center. Beneficiaries must see a provider in theater for all follow-up care and prescription renewals to ensure close monitoring. Express Scripts **will not** accept prescriptions from pre-deployment sites.

You can only get a 90-day supply of C2 stimulants at the pre-deployment site. In theater, a 180-day supply (total) may be supplied.

[TRICARE.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits](https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits)

## Smoking cessation

Chantix® is a non-deployable medication. For more information on TRICARE Drug Limitations and Requirements, visit

[TRICARE.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits](https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions/DPP/Limits)



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## Reasons for delay

The following issues may cause a processing delay for Express Scripts:


- The beneficiary is ineligible for TRICARE coverage.
- We have incomplete, illegible or invalid prescription information, related to the following:
  - Issue date (postdated prescriptions are not accepted)
  - Drug name, strength or form
  - Missing quantity
  - Missing provider signature on controlled substances
  - C2 prescriptions submitted by fax, scan or upload
  - Requests that include medications excluded from the TRICARE pharmacy benefit
  - Dosage prescribed is “use as directed”

## Contact us


Express Scripts ensures medications are delivered safely and securely to Service Members so they can stay focused on their mission.

If you have any questions, please visit our website or contact us:

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

 CONUS Call: **855.215.4488**  
OCONUS Call: **480.084.9465**  
24 hours a day, seven days a week

 **877.327.8038** (fax number for providers and processing centers)

 Express Scripts  
PO Box 52012  
Phoenix, AZ 85072-2012



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