

IOWA PHARMACY ASSOCIATION

PBM Jeopardizes Access to Medications for Military Members

TRICARE Pharmacy Network Restrictions

You may have received a letter from Express Scripts, the pharmacy benefit manager that administers the TRICARE benefit, explaining that your pharmacy may soon no longer be in network. IPA is extremely saddened by these developments, and we encourage patients to take action so your pharmacy can continue serving your health care needs.

Why Did TRICARE Make These Changes?

Recently, the Department of Defense awarded a \$4 billion contract to Express Scripts and at the same time reduced the size of the retail pharmacy network. Express Scripts, which owns its own mail-order and specialty pharmacy and is a direct competitor to independent pharmacies, slashed payments to community pharmacies, making it nearly impossible for a pharmacy to be able to participate and serve our military members and their families. This action will take pharmacy choice away from you, and from millions of other active and retired military and their families.

What Can You Do As A Patient?

- Ensure continued access to your medications by using [this link](#) for manual reimbursement of TRICARE claims at non-network pharmacies
- Submit a complaint about your pharmacy of choice being excluded from the TRICARE network by calling 1-877-363-1303 or sending an email to DOD.customer.relations@express-scripts.com
- Mail a hardcopy of your complaint and this explanation [letter](#) directly to:
Defense Health Agency Pharmaceutical Operations Directorate
7700 Arlington Boulevard, Suite 5101
Falls Church, VA 22042-5101
- Sign this [petition](#) urging DHA to take action for TRICARE patients.
- Contact your member of Congress and urge them to solve this problem before coverage ends. Explain you are active-duty military or a veteran who is unable to receive their medications because the PBM Express Scripts is more interested in their bottom line. Encourage the Congressmembers to work with the Defense Health Agency to resolve this issue.

Contact Seth Brown (sbrown@iarx.org) with questions or for help finding your member of Congress.

