

## **Coast Guard Pharmacy Dispensing Frequently Asked Questions**

**Q: Why can't I fill my prescriptions at a Coast Guard Clinic?**

A: The Department of Defense (DoD) awarded a new TRICARE Pharmacy contract serving approximately 10 million beneficiaries. The contract implemented a new electronic medication reconciliation system. Unfortunately, this change is incompatible with current Coast Guard electronic governance of pharmacy services and means Coast Guard pharmacists no longer have access to the retiree and dependent medication histories. To ensure patient safety, the Coast Guard cannot fill retiree prescriptions at Coast Guard clinics.

**Q: I have medications I need right now. Why didn't you alert me to this problem earlier so that I could have avoided a delay in getting a refill?**

A: The Coast Guard was not aware that the Coast Guard electronic health record was incompatible with the new DoD electronic system.

**Q: When will I be able to get my prescriptions filled at a Coast Guard Clinic?**

A: It is unknown when the electronic health record system will be fixed. However, there are several other options available to retirees and dependents for prescription services. Pharmaceutical services are still available to active duty Coast Guard members.

**Q: Where will I be able to get my prescriptions filled?**

A: Changes to pharmaceutical services at Coast Guard facilities will not decrease the availability of TRICARE approved pharmacy services elsewhere. Individual prescriptions can still be filled through the TRICARE Prescription network, which includes the TRICARE Pharmacy Home Delivery Program and the retail pharmacy network.

**Q: How will my prescriptions be filled through TRICARE?**

A: This process is normally seamless to the patient. However, there may be some restrictions at the retail level for chronic medications that may require the use of mail order pharmacy. The only item required for mail order by the member is patient registration with Express Scripts, Inc., which manages the home delivery program. You may go online to learn more about the program and register at <http://www.express-scripts.com/TRICARE/homedelivery/> or by calling 877-363-1296.

**Q: How do I find out if the medication I need is on the formulary, or has a prescribing restriction like requiring a prior authorization?**

A: Access the TRICARE website to read the formulary and coverage requirements and limitations at: [http://pec.ha.osd.mil/formulary\\_search.php](http://pec.ha.osd.mil/formulary_search.php).

**Q: Will I have a copayment for my prescriptions with the TRICARE pharmacy program?**

A: Except for active duty members, copayments are required for all prescriptions at the retail level. The Home Delivery Program has reduced copayments and offers NO copayments for generic medications and select over-the-counter items with a prescription. For a review of the current copayment schedules visit: <http://www.tricare.mil/pharmacycosts>.

**Q: What do I do if the prescription gets rejected by TRICARE?**

A: Rejections are rare and normally the result of an administrative error such as a required omitted form (i.e. Medical Necessity Form or Prior Authorization Form). This affects only a small portion of the prescription medications available on the TRICARE Prescription Program. If you receive one of these rejections, please contact the clinic's designated pharmacy representative for remediation.

**Q: Does this change affect prescriptions for active duty Coast Guard members?**

A: This change only applies to retirees and dependents. Medical records of active duty Coast Guard members are maintained at Coast Guard health services facilities and, therefore, pharmacists and medical professionals have access to the patients' medical and pharmaceutical history.