



### **New Tricare Pharmacy Network Restrictions Eliminate Patient Choice**

You may have received a letter from Express Scripts, the pharmacy benefit manager that administers the TRICARE benefit, that our pharmacy may soon no longer be in the network. We are extremely saddened by these developments, and we have enjoyed the privilege of 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, has slashed payments to community pharmacies thus making it nearly impossible for a pharmacy to be able to participate and serve our military 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?**

- 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**. Also mail a hardcopy of your complaint directly to:  
**Defense Health Agency  
Pharmaceutical Operations Directorate  
7700 Arlington Boulevard, Suite 5101  
Falls Church, VA 22042-5101**
- Contact your U.S. senators and representative. Look up their contact information here: <https://bit.ly/fight4rx-legislators>
- Share your story on social media, tagging @MilitaryHealth, @TRICARE, and @ExpressScripts in your posts.
- Submit a letter to the editor of your local newspaper.
  - Contact [info@fight4rx.org](mailto:info@fight4rx.org) for guidance on submitting a letter to the editor.
- Ask us about options to purchase prescriptions off of your insurance. In some cases the cash price may be lower than your insurance copay.