

MEDICAL FAQs

Medical Frequently Asked Questions

1. How can I get a medication refill or prescription renewals if I need to evacuate the area or can't contact my primary care manager?

TRICARE benefits are now activated due to Hurricane IRMA for the state of Florida:

Emergency Refills

If you live in an area that has a disaster declaration contact Express Scripts at **1-877-363-1303** for assistance. You will need your sponsor's ID number to access the Express Scripts system.

To get an emergency refill, take your prescription bottle to any TRICARE retail network pharmacy. To find a network pharmacy:

Call Express Scripts at **1-877-363-1303**, OR search the network pharmacy locator (<https://www.express-scripts.com/TRICARE/pharmacy/findpharmacy.shtml>)

If possible, visit the pharmacy where the prescription was filled.

If you use a retail chain, you can fill your prescription at another store in that chain.

If your provider is available, he or she may call in a new prescription to any network pharmacy.

You can request assistance at another pharmacy, but it's at that pharmacy's discretion to help you.

2. How can I continue to receive medical care if I need to evacuate or I'm not able to be seen by my Primary Care Manager?

If you are displaced during a disaster, you may be unable to get to your regular doctor if you need care. TRICARE regional offices and regional contractors will determine if referral waivers will be authorized.

All instructions will be included in the disaster alert if there is a blanket waiver issued. Review the TRICARE Disaster Info website for more information on PCM waivers:

<https://tricare.mil/Resources/DisasterInfo>

Contact Humana Military Healthcare TRICARE South:

TRICARE South Region Humana Military **1-800-444-5445** <https://www.humanamilitary.com/>

If you cannot reach your PCM or need assistance coordinating care. TRICARE may temporarily waive referral and authorization requirements for care during a crisis to make accessing care as easy as possible. This allows TRICARE beneficiaries in affected areas to receive care without

For Current Status Update:

24-7 Non-Emergency Support: 1-800-585-9648



referrals or authorizations (except mental health care) and without paying higher costs associated with the point-of-service option.

PCM and Enrollment Changes

If remaining in your new location for an extended period (60 days or more), consider transferring enrollment to a new PCM. Active duty service members (ADSMs) and their families can change enrollment to a new region as often as needed. Other TRICARE Prime beneficiaries can change twice during an enrollment year. Non-ADSMs may also disenroll from TRICARE Prime and use TRICARE Standard and TRICARE Extra.

If your PCM is no longer available after the disaster, complete and submit a TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form (DD Form 2876) to your regional contractor. Visit <https://www.dmdc.osd.mil/appj/bwe> and use a valid CAC, Defense Finance and Accounting Service (DFAS) myPay login ID and password, or Department of Defense Self-Service Logon (DS Logon) to access the Beneficiary Web Enrollment Web site.

3. What do I do if I'm pregnant or have a special needs family member?

Any pregnant woman who is two weeks from her due date (36 weeks gestation) or is considered high-risk may be asked to stay at the hospital in the event of a hurricane. If your physician determines that it is necessary for you to be in the hospital, arrive no later than four hours before landfall. Please contact your provider for advice and instructions.

If you are a homebound patient or dependent on any medical device that requires electricity, please contact your physician to ask for his or her recommendation.

If you are receiving home health services, please make sure your home health provider has developed a special hurricane plan for you.

If you require oxygen, check with your supplier about emergency plans.

Should you evacuate, please remember to take with you: medications; written care instructions; special equipment bedding.

If you are dependent on life support systems or on any medical device which requires electricity, you will need to make plans to relocate early for a hurricane. Power may be off for some time before, during and after a storm.

