

Annual Consent for Automatic Prescription Refills Begins Sept. 1

8/16/2017

Beginning Sept. 1, 2017, [Express Scripts](#) will need annual consent from patients who want to receive automatic refills of their maintenance medications enrolled in [TRICARE Pharmacy Home Delivery](#). This means that just before one of your prescriptions runs out of refills, Express Scripts will reach out to you to know if you would like your doctor to be contacted to renew the prescription and if you'd like to continue in the [Automatic Refill program](#). If not, Express Scripts will not refill your prescription.

“This new process gives beneficiaries more control over their medications and keeps the convenience of automatic refills,” said Amy Aldighere, Express Scripts Sr. Director – DoD Program Management. “It also makes it easier to opt out of the Auto Refill program and helps to prevent beneficiaries from receiving medications that they no longer need or shouldn't receive.”

What to Expect

When the last refill of a medication enrolled in the Automatic Refill program ships, Express Scripts will reach out to you by telephone and/or email (depending on the preference you indicated) and ask the following:

- Would you like Express Scripts to reach out to your doctor for a new prescription?
- Do you want to keep your medication enrolled in the Auto Refill program?

How to Respond

Express Scripts will not re-enroll your medication unless they hear from you. You have several ways to respond:

- Online at Express-Scripts.com/TRICARE
- Via the automated phone call from Express Scripts
- By calling an Express Scripts Patient Care Advocate (PCA) at 1-877-363-1303

If Express Scripts does not receive your consent within 10 days of reaching out to you, they will remove your medication from the Auto Refill program. However, re-enrolling is simple. You can re-enroll your medication at any time online, or through a PCA.

For more information or if you have questions, go to the [Express Scripts website](#). You can also call Express Scripts at 1-877-363-1303 to speak with a PCA.

Reprinted from the TRICARE website