

Defense Health Agency
Pharmaceutical Operations Directorate
7700 Arlington Boulevard, Suite 5101
Falls Church, VA 22042-5101

To Whom it May Concern-

As a service member receiving TRICARE pharmacy benefits, I am writing to express my extreme displeasure with changes in the TRICARE pharmacy benefit program. I rely on an independent community pharmacist for my medications, but I have recently been informed by Express Scripts that my pharmacy will no longer be in-network for 2023. Not only will my trusted pharmacy not be in-network next year, but I have also been told by Express Scripts that they are no longer part of the current network as of October 24, 2022.

I have earned my TRICARE health benefits, yet I see them being slowly whittled away by restrictive pharmacy networks that either outright refuse to allow certain pharmacies to participate or offer contract terms that are so onerous that many pharmacies, can't accept them.

While these restrictive networks may benefit companies like Express Scripts, they create unnecessary burdens on service members like me. Current and retired military should have better choices on where we obtain our health care, including our prescription medications and pharmacy services such as immunizations.

The Department of Defense must do a better job in preserving health care access for service members. I urge the Department to fully investigate Express Scripts administration of the pharmacy network, contract terms being offered to different pharmacies, and the impact it is having on service members like me. I urge you to take action to restore pharmacy access to service members like me who are experiencing a severe disruption in our care.

Thank you for your consideration and prompt action on this matter.

Sincerely,