

1:1:1 Program Overview

TRICARE Management Activity (TMA), Express Scripts Inc. (ESI), and TriWest Healthcare Alliance have implemented the 1:1:1 Program to identify and help TRICARE West Region beneficiaries who may have controlled medication use issues. The program is available to all TRICARE beneficiaries.

What is the 1:1:1 Program?

- A patient-centered program, offering case management services to enrolled 1:1:1 Program beneficiaries
- Beneficiaries in the 1:1:1 Program select one prescribing provider, one pharmacy, and one hospital in which to receive care requests for their condition; e.g., chronic pain condition.
- Express Scripts, Inc. (ESI) will review all prescriptions for controlled medications for the 1:1:1 Program beneficiary.
- TriWest will review medical claims for medical necessity, based on specific diagnoses.

Benefits of the 1:1:1 Program

- Monitors and manages the use of controlled medications by TRICARE beneficiaries determined to be at risk
- Monitors future health care to ensure medical needs are being appropriately met
- Minimizes the potential for drug abuse
- Offers case management services to all 1:1:1 Program participants

How are 1:1:1 Program Candidates Identified?

- ESI will identify TRICARE beneficiaries based on past pharmacy usage patterns and submit this information to TriWest.
- TriWest Medical Directors will then recommend beneficiaries for inclusion in the program based on usage patterns and medical claims data.
- Military Treatment Facilities (MTFs) and civilian providers may also recommend beneficiaries for the 1:1:1 Program by calling 1-888-TRIWEST (888-874-9378) and speaking with a medical director or using the 1:1:1 Program referral form at www.triwest.com/provider, Find a Form.
- The 1:1:1 Program enrollment process does not replace good physician judgment, and all identified beneficiaries are reviewed on a case-by-case basis.
- Beneficiaries are notified that they have been enrolled into the 1:1:1 Program by a letter from ESI.

Who is the Designated Provider?

- The designated provider may be the primary care manager or specialist designated by the beneficiary.

What is the role of the Designated Provider?

- Prescribe all medically necessary prescriptions for 1:1:1 Program beneficiaries
- Communicate with a TriWest Medical Director, as needed, regarding the 1:1:1 Program beneficiary's healthcare needs.

For additional information on the 1:1:1 Program, please contact TriWest at 1-888-TRIWEST (888-874-9378). If you wish to discuss a specific TRICARE beneficiary's case, you may request to speak with your local TriWest medical director.



TriWest Healthcare Alliance provides access to quality health care for 2.7 million members of America's military family in the 21-state TRICARE West Region.