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- Claims filled using a PHS or 340b discounted product
- Claims submitted by the pharmacy with a Submission Clarification Code of “20” are not eligible for a refund
- Please provide a completed copy of the 340b Verification Form from the TRICARE Retail Refund Program Manufacturer Process and Procedures Guide (P&P Guide) as supporting documentation with dispute

## Other (Code P)



- Claim is not eligible for a refund due to reasons not identified in the Dispute Codes available
- Provide any and all supporting documentation that will aid in the resolution of these disputes
- Please provide sufficient dispute comments when submitting these disputes
- Manufacturers may be contacted by the TRRT to verify information regarding these disputes

# COB/OHI (Code R)



- Claim is submitted with a Coordination of Benefits where TRICARE is not the primary payer
- Supporting documentation that another insurance paid is required
- TRICARE is the primary payer on claims that were not submitted to a secondary insurance at the point of service

# Utilization Code Disputes



- Utilization code disputes generally fall within L, N, and O Dispute Codes
- Refunds are based solely on utilization of pharmaceutical agents dispensed in the TRICARE Retail Network
- Manufacturers need to dispute the claims in question and provide documentation and/or justification by email to [UFVARR\\_Requests@mail.mil](mailto:UFVARR_Requests@mail.mil)

# Understanding Common Discrepancy Codes

# Decimal Discrepancy or Rounding Problem (Code G)



- Units submitted for payment are incorrect due to rounding or incorrect placement of decimal.
- It is best **not** to submit G Codes on a claim level as the claims themselves are not being contested, but rather the variables involved in calculating the amount due for those claims

# G Code Dispute Process (*cont.*)



- Include G Code discrepancies with the Reconciliation and Payment Detail Form and submit to your CRM FM and to [UFVARR\\_Requests@mail.mil](mailto:UFVARR_Requests@mail.mil) so that they can be directly handled by the reconciliation team
- Verified errors will be corrected in the reconciliation process and a manual adjustment will be made to adjust the debt up or down
- Adjustments to the debt will not be made without supporting documentation from the VA

# Package Size Discrepancy (Code H)



- H Code Discrepancies (Package Size Discrepancy) should always be identified on a claim level
- If DHA's package size is confirmed to be incorrect, the discrepancy will be accepted and a manual correction in the calculation will be performed. An adjustment will be made to adjust the debt up or down



# Product Not Eligible for a Refund (Code J)



- Claim for a product that is not eligible for a refund.
- Dispute the claims by providing supporting documentation via email to [UFVARR\\_Requests@mail.mil](mailto:UFVARR_Requests@mail.mil) and your CRM FM as to why the product is not eligible for a refund
- Please note that any NDC on the VA Covered Drug List for the billing quarter in question is eligible for a refund

# What to Expect After Dispute Resolution

# Communication of Dispute Resolution



- Your CRM FM will email Dispute Approval Summary reports to the Finance POC identified on the TRICARE Retail Pharmacy Refunds Questionnaire
- Adjustments to principal for accepted disputes will be made by your CRM FM concurrently with Manufacturer receiving the dispute resolution status email
- Your CRM FM will also be able to provide a statement of account with accrued interest, administrative fees, and penalties upon request

# WAIVER/COMPROMISE REQUEST



- Pursuant to the provisions of 32 C.F.R. § 199.21(q) and 32 C.F.R. § 199.11, a Manufacturer may request waiver and/or compromise of a refund amount due under 10 U.S.C. 1074g(f)
- Manufacturers may request a compromise of refund debt, and/or waiver of associated interest, penalties, and administrative charges
- Requests must include justification(s) of why the relief is appropriate under 199.11 and other applicable authorities

# WAIVER/COMPROMISE REQUEST Resolution



- If the waiver or compromise request is denied, interest, penalties, and fees will accrue as stated in the demand letter
- If waiver of interest, penalties, and/or admin charges (fees) is approved, DHA will accept the principal due plus any accrued fees not waived as payment in full
- If a compromise proposal is accepted, interest, penalties, and administrative charges will be addressed in the resulting compromise agreement

















# TRICARE RETAIL REFUND PROGRAM INFORMATION



- Program information: <http://www.tricare.mil/tma/pharmacy/pharmmgf/>
- Email Inquiries: [UFVARR\\_Requests@mail.mil](mailto:UFVARR_Requests@mail.mil) (note the underscore)
- Call 703-681-8494 for the following:
  - Refunds
  - Disputed Claims
  - Explanation of Data
  - File Format, Delivery, Download and Decrypting
  - Communication
  - TRRWS, Password/PIN, and System Availability
- Call 303-676-3637 for the following:
  - Invoices /Demand Letters
  - Payments
  - Billing (\$) related questions