TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide

VERSION 1.0

**LAST UPDATED**
February 2020

Manufacturer User Guide

I. SCOPE:

This document will serve as an external procedural guide for the Manufacturer to effectively operate the TRICARE Retail Refund Website (TRRWS). The TRRWS is a repository for quarterly refund utilization data and is used to manage manufacturer Point of Contact (POC) access to program data.
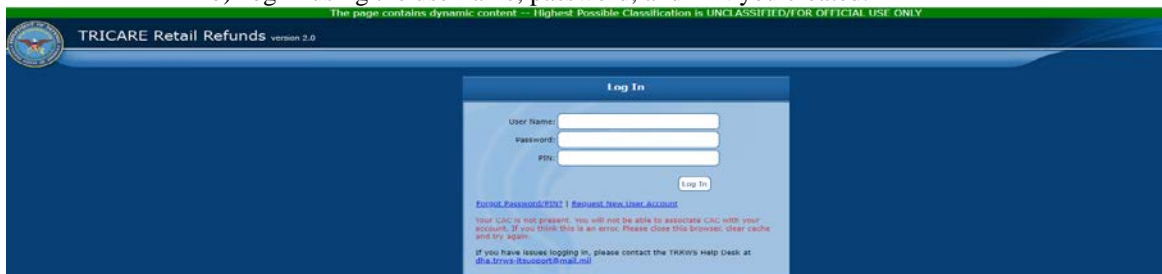
II. PROCEDURES:

1. **Logging In:** Go to: https://trrws.tricare.mil/Public/Login.aspx

    a) The Department of Defense (DoD) Warning Banner will appear, click "Agree".
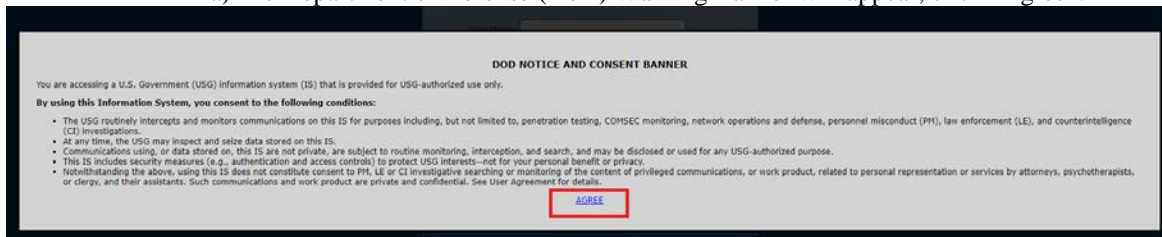
    b) Log in using the username, password, and PIN you created.

    c) TRRWS Home Page

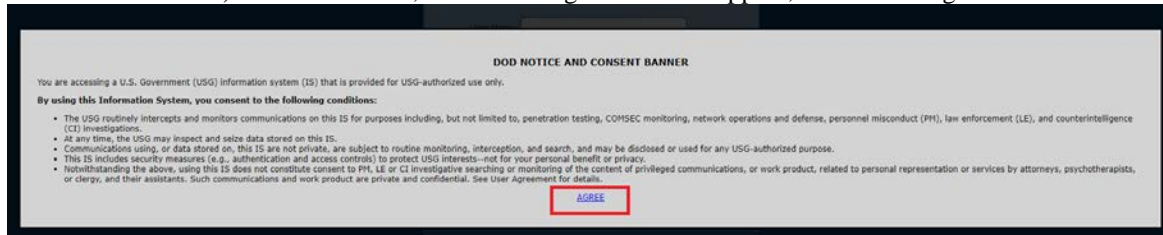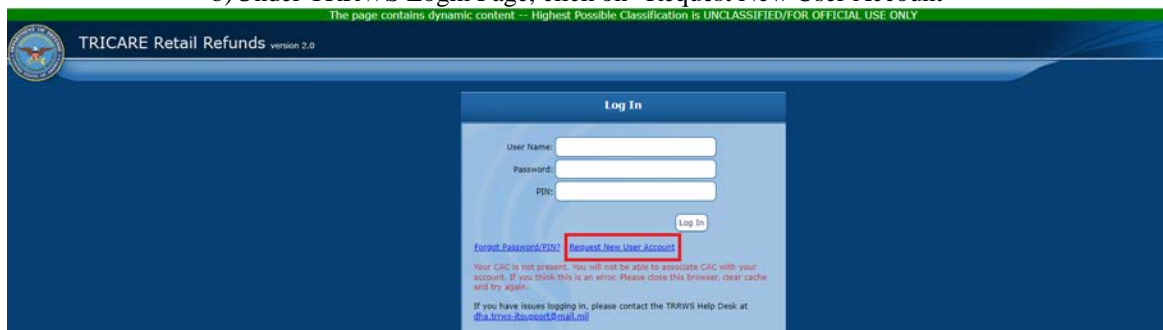2. **New User Account Set-Up:** To create a new User Account go to: https://trrws.tricare.mil/Public/Login.aspx.

NOTE No access to data is given until a/the Manufacturer Questionnaire has been submitted/updated for a Labeler.
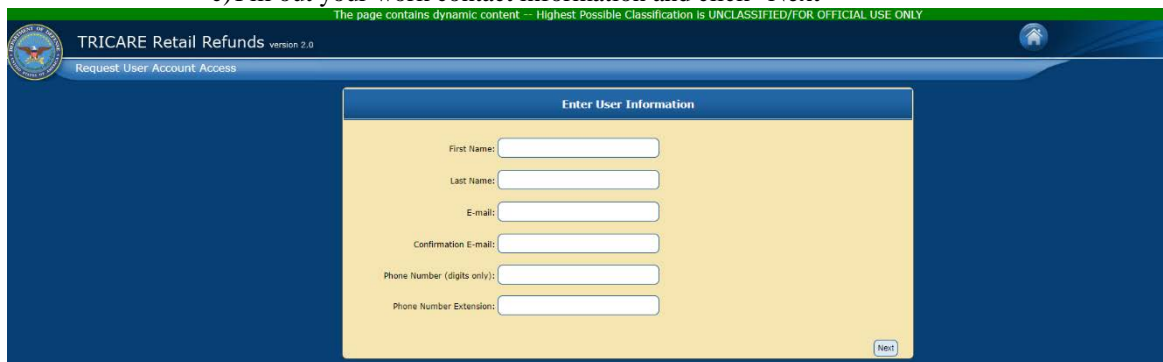
a) As shown below, DoD Warning Banner will appear, then click "Agree".

b) Under TRRWS Login Page, click on "Request New User Account"

c) Fill out your work contact information and click "Next"

d) Enter the labeler code (you can only submit for 1 labeler when initially creating an account) access is being requested for, make sure to include the alpha character (ex. X00000).

e) Create and submit new password and PIN.
   1. The password must be at least 15 characters, have at least 1 uppercase, 1 lowercase, 1 number and 1 special character. The PIN must consist of 4 numbers.

f) The Primary Point of Contact (PPOC) for the selected labeler will be notified of the request. If approved by PPOC they will need to submit a new questionnaire listing the new user as a POC.

3. **Existing User Requesting Access to New Labeler:** To grant a current User Account access to additional Labelers go to: https://trrws.tricare.mil/Public/Login.aspx.
   NOTE No access to data is given until (a/the) Manufacturer Questionnaire has been (submitted/updated) for a Labeler.

   a) Select "Request Labeler Access" from their existing TRRWS account Home Page.


   b) Enter in the labeler code that they are requesting access to. Make sure they include the alpha character (ex. X00000).

   c) If the user is not the PPOC on the current Manufacturer Questionnaire, an email will be sent to the PPOC notifying them that someone is requesting access to the labeler. If approved by PPOC they will need to submit a new questionnaire listing the new user as a POC

4. **Locked Out Accounts:** Accounts are locked upon 3 failed attempts to log in or 30 continuous days without log in. If you have issues logging in, please contact the TRRWS Help Desk at dha.trrws-itsupport@mail.mil

5. **Password Reset:** Go to: https://trrws.tricare.mil/Public/Login.aspx and select "Forgot Password/PIN?" Enter the user name and select "Request New Password/PIN." A new password and PIN will be sent to that email.

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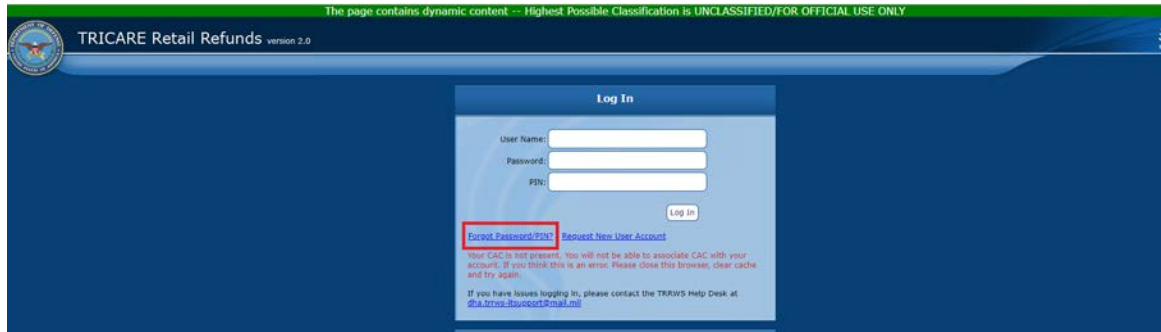
6. **File Retrieval**: Manufacturers have the ability to download the Utilization Data for their respective Labelers for past quarters as far back as 16Q1. From the TRRWS Home Page, select "Download Files"

a) The page loads with the most recent quarter selected and the user may then filter to another "Claim Quarter."

b) Between quarters 16Q1 and 18Q1, users ONLY have the option to download the original CP and CN files, or they can download the text file or excel spreadsheet. They will need to select the "CN File Download" or "CP File download" buttons found under the "Utilization" Column of the "Refunds Menu."
   1. Types of File Retrieval:
      a. CN File Download
      b. Text File Download
      c. Spreadsheet Download

c) From 18Q2 to present, users have the same download options mentioned above. In addition, users have the option to select "Download All File." Selecting this will allow the user to download a zip file containing multiple file types:

   1. File Types:
        a. <u>DoD Condensed – CP and CN Files</u>
        b. <u>Encrypted – DoD Files</u>
        c. <u>Encrypted – NCPDP Files</u>
   d. <u>Encrypted – XUD Files</u>

    d) All encrypted files must be decrypted by the Manufacturer using the Encryption Wizard and a password provided to the Manufacturer by the Financial Manager assigned to them. A link to download the Encryption Wizard and Instructions to use it can be found on the "Download Files" page under the "Download All Files" button

7. **<u>Covered Drugs Page</u>:** Manufacturers can view data showing historical and current billing rates of NDCs billed under their labeler.

    a) Select "View Covered Drugs" button on the main page. The most current year and quarter will be displayed with all covered drugs for that quarter and can be changed with the drop down menu. At the top of the table, tabs for each program (SDP, FCP-ADP, and WAC-ADP) can be used to see which products were billed under in each quarter.
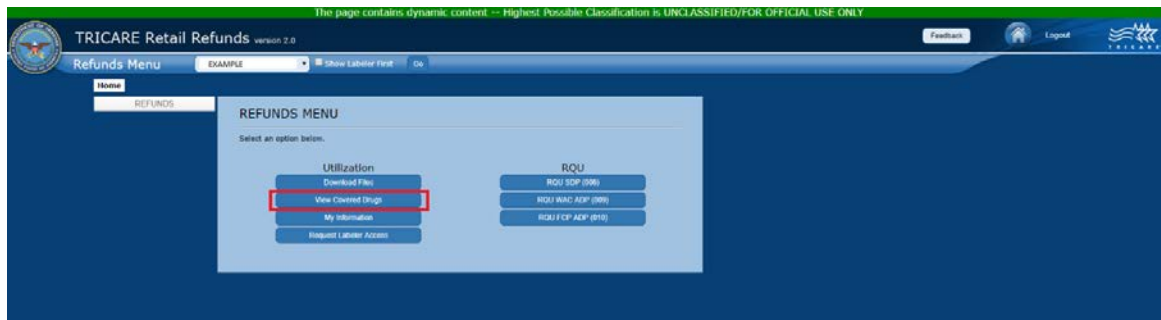
    b) All NDCs billed in the selected year and quarter will appear below in the table to provide you with the price per package and price per unit. The effective and termination date will appear on the NDC line if the product changed programs or was moved to another company in that quarter.
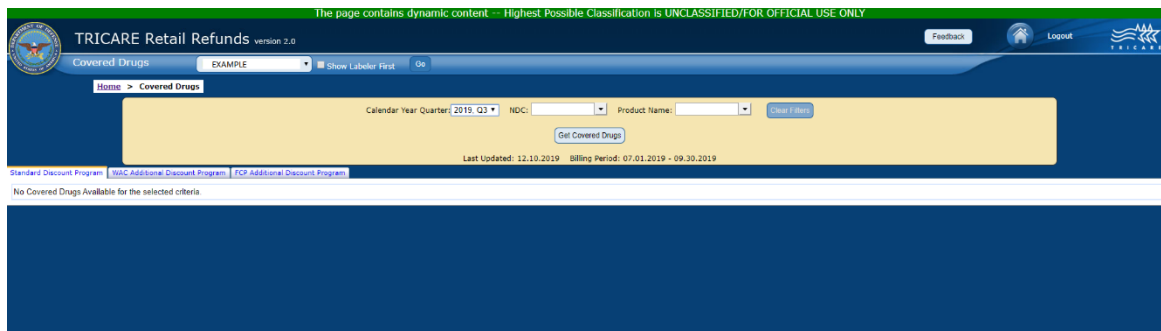
    c) To view the history of a particular NDC, select the "View History" link to the right of the NDC on the Covered Drugs page. A new page will load displaying the historical records for that NDC including changes in price and program to allow you to easily identify changes in billing.

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8. **Viewing RQU:** The Reconciliation of Quarterly Utilization (RQU) allows Manufacturers to view a summarized page of their utilization (RX Count, Quantity Dispensed) by NDC.

   a) Select the RQU button associated with the program (SDP, FCP-ADP, WAC-ADP) you would like to view. In the upper left hand corner, select the year and quarter from the drop down that you would like to view.

   b) Manufacturers have the option to download a spreadsheet version of the selected data by selecting the "Payment Details Report" button.