# TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide

VERSION 1.4 LAST UPDATED: March 2024

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## 1. INTRODUCTION

This document is a procedural guide to assist Manufacturers in effectively navigating 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 TRICARE Retail Refund Program (TRRP) data.

## 2. FILE DELIVERY

- Data files will be available via TRRWS and emailed to the listed POCs by your assigned Financial Manager. Only POCs with a TRRWS account and access to the labeler will be able to retrieve or discuss refund data for that labeler with the TRICARE Retail Refund Program Team. There can only be 3 POCs assigned per Labeler - 1 Primary POC (PPOC) and 2 Alternative POCs (APOC/APOC2).
  - The information submitted by the Manufacturer to the TRRWS is used to track POC contacts and to send out notices and quarterly billing invoices. Newly submitted information replaces old and newly designated POCs replace previous POCs.
- All Manufacturers must maintain up to date contact information.

### 3. PROCESS OVERVIEW

#### 3.1 Navigate to the TRICARE Retail Refund Website

Note: Supported web-browsers are MS Edge, Chrome, Firefox, and Safari. Internet Explorer is NO LONGER supported.

- 1. Open a web-browser and search for TRICARE Retail Refund Website or use the link: <u>https://trrws.health.mil/Public/Login.aspx</u>
- 2. When accessing the site, a DoD Warning Banner will appear for your consent; Click "Agree".

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	You are accessing a U.S. Government (USG) information system (S) that is provided for USG-authorized use only.	
	By using this Internation System, you consent to the following conditions:	
Password	The USG routinely intercepts and monitors communications on this S for purposes including, but not limited to, penetration lesting. COMSEC monitoring, network operations and defense, personnel misconduct (PM), hav enforcement (LE), and counternieliligence (CO) investigations.	
	At any time, the USG may inspect and soize data stored on this IS.	
-	Communications using, or data stoored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used fitr any USG-authritized purpose.	
	This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.	
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3. TRRWS Login Page will appear.

4. Login using Username and Password.

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- 5. <u>Once entered, as part of the Two Factor Authentication system, a temporary PIN will be sent</u> to the user's email address associated with the respective TRRWS Account.
  - a. Note: Temporary PIN will expire after 10 minutes.

#### 3.2 Unable to Access TRRWS

If you receive a "Forbidden Access Error" resembling either of the following, please follow the steps listed below. In most cases, this is due to DoD certificates not being



		10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -		
103 - Foi	bidden: Access is	denied.		
'ou do not h	ave permission to view	his directory or page using the	credentials that you supplied.	

recognized by the Manufacturer's security.

- 1. Close all browsers and clear all cookies/caches.
- 2. Open a supported web-browser and search for TRICARE Retail Refund Website or use the link: <u>https://trrws.health.mil/Public/Login.aspx</u>
- 3. When prompted to choose the certification, select "Cancel" and this will take you to the DoD Banner page.

	Select a certificate	SAMPLE		×	
	Select a certificate to authenti	cate yourself to trrws.health.m	nil:443		
	Subject	Issuer	Serial		
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	John Doe	1258			
	John Doe	1256			
					Select "Cancel" to bypass
	Certificate information		ОК	Cancel	
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4. To continue, please follow steps from **Section 3.1.** 

#### **3.3 Account Set-up (New POC)**

Note:

- Effective July 2020, any Manufacturers'/Third Party Shared or Group Emails will NOT be allowed as a Point of Contact (POC) on TRRWS.
- If an existing POC's company email domain has changed, please set-up a new user account on TRRWS using the new email.
- 1. To create a new account, go to <a href="https://trrws.health.mil/Public/Login.aspx">https://trrws.health.mil/Public/Login.aspx</a>
- 2. As before, the DoD Warning Banner will appear; Click "Agree".
- 3. Under TRRWS Login Page, click on "Request New User Account".

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	Login	
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	If you have issues logging in, please contact the TRRWS Help Desk at <u>than or (3 mink trave 4 support) thealth mil</u>	
	Agency Disclosure Statement	
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	PirvacyAdvisory	
	To create a user account, the website may collect and use some personally identifiable information (PII) such as an individual's name, phone number, and email address. Authorities to collect information include, but are not limited to, 10 U.S.C. 1074g, Pharmacy Benefits Program. The provision of is volutary, however, administrative delays may result and collection, see the publicly available Supporting Statement – Part A at the below https://doi.org/10.1016/J.C.101446486001	information v hyperlink.

4. User will enter their information: First name, Last name; Username, Email, Phone number and extension (if any). Then select "Next".

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	Confirmation E-mail." Phone Number (digits only):"		
	Phone Number Extension:		

- 5. Submit the labeler code. Manufacturers may only submit a request for access to 1 labeler when initially creating an account. When requesting access, please be sure to include the alpha character (example- <u>X</u>00000). If unsure of the alpha character, please contact the TRICARE Retail Refund Program at <u>dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil</u>
- 6. If a Labeler (Manufacturer) is new to TRRWS, please follow steps mentioned in Section 3.4
- 7. If Replacing Primary POC (PPOC), please follow steps mentioned in Section 3.7

This page contains dynamic content - Highest Possible Classification is UNCLASSIFIED/FOR OFFICIAL USE ONLY	
TRICARE Retail Refunds	
Enter Labeler Code	
Requested Labeler Code(s):	
Check Labeler Code	

#### 3.4 Account Set-up (New Manufacturer)

1. If a Labeler (Manufacturer) is new to TRRWS, the Manufacturer Information Creation Page will appear. Please be sure to fill out all Manufacturer Information fields in their entirety.

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lease note: Third-party consultants cannot be the primary POC;	the primary POC must be an employee of the manufacturer. Only the Primary POC may complete and submit the TRICARE Retail Pharmacy Refunds Questionnaire.	
I am a Primary POC		
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- 2. The "I am a Primary POC" button must be selected in order to proceed.
- 3. Upon approval of the TRRWS account, POC/user will receive an automated email with a temporary password and a link to log in to TRRWS.
  - a. Using the temporary information provided in the email, login to the site and update your password.
  - b. The password must be at least 15 characters, having at least 1 uppercase, 1 lowercase, 1 number, and 1 special character.
- 4. Once entered, as a Two Factor Authentication, the system will send a temporary PIN to the user's email associated with the respective TRRWS Account.
  - a. Note: Temporary PIN will expire after 10 minutes.

#### **3.5 Edit Manufacturer Information (PPOC Only)**

The Manufacturer Information Page for a Labeler will *only* be available to Primary POC. All manufacturers must maintain up to date contact information via this page on the TRRWS.

## The Primary POC is the ONLY one able to edit the Manufacturer Information located here (Name, Billing Address, Notes, and Tax ID). Assigned POCs can only be changed through the use of the "Request Labeler Access" tool covered in section 3.6.

- 1. From the Primary POC home page click on Manufacturer Information.
- 2. Search for and select the Labeler from the box to update information. Then click "Edit Manufacturer" to be able to edit the Manufacturer Information fields. Save all changes

with the "Save Changes" button at the bottom.

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#### 3.6 Requesting Labeler Access

Existing users can request access to a specific labeler by selecting "Request Labeler Access" from the TRRWS Home Page.

 Enter the labeler code for which access is being requested. Please be sure to include the alpha character (example- <u>X</u>00000). If unsure of the alpha character, please contact the TRICARE Retail Refund Program at <u>dha.ncr.healthcare-ops.mbx.ufvarr-</u> requests@health.mil

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Utilization Download Files Covered Drugs My Information Manufacturers Information	•	Enter Labeler Code Requested Labeler Code(s): Step 2		
Pending POC Requests Request Labeler Access RQU Feedback	Step 1	Check Labeler Code		

2. If the user is not the Primary POC, an email will be sent to the Primary POC notifying them of the request for access to the labeler.

#### 3.7 Replacing the Previous Primary POC

Note: If a currently assigned PPOC with the Labeler is no longer working for the Manufacturer/company, please notify DHA at <u>dha.ncr.j-3.mbx.trrws-it-support@health.mil</u> or <u>dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil</u> to disable access to their account.

- 1. Follow steps from Section 3.6.
- 2. After entering the Labeler Code, please follow the instructions as shown on the following screen.

This page contains dynamic content - Highest Possible Classification is UNCLASSIFIED/FOR OFFICIAL USE ONLY	
TRICARE Retail Refunds	
Primary POC Information	
Your account request will first be submitted to the Primary POC for the labeler code X99999. Is this the name and email of the Primary POC for this labeler? John Doee Select "No" if you are replacing above listed Primary POC. Yes No	

#### 3.8 Approve/Reject Pending POC Requests

If a user requests access to a Labeler, the Primary POC for the Labeler will receive an email regarding any Pending POC Requests on the TRRWS. Please follow email instructions to Approve/Reject POC requests.

- 1. Select "Pending POC Requests" then select the Labeler from the top drop-down menu which has a Pending POC request.
- 2. Approve or Reject the Request.

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Covered Drugs				
My Information				
Manufacturers Information				
Pending POC Requests	Step 1			
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#### **3.9 Locked Out of Account**

A user will be locked out of their account after 3 failed login attempts or once a period of inactivity of 35 days has elapsed.. For login issues and account lockouts, please contact the TRRWS Support at <u>dha.ncr.j-3.mbx.trrws-it-support@health.mil</u>

#### 3.10 Password Reset

Note: Password Reset will not work If a user's account is locked; Please contact TRRWS Support at <u>dha.ncr.j-3.mbx.trrws-it-support@health.mil</u> to unlock the account prior to requesting a password reset.

- 1. To reset password, go to <a href="https://trrws.health.mil/Public/Login.aspx">https://trrws.health.mil/Public/Login.aspx</a> and select "Forgot Password?".
- 2. Enter username and select "Request New Password."
- 3. A link to reset password will be sent to that email.

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	or exate area account, the website may collect and use some personally identifiable information (PII) such as an individual's name, phone number, and email address. Authorities to collect information include, but are not limited to 10 U.S.C. 1074P. Pharmacy Benefits Program. The provision of	information
	Is voluntary, however, administrative delays may result and creation of an account may not be possible if information is not provided, but penalties will not be imposed. For additional information about the program and collection, see the publicly available Supporting Statement – Part A at the below https://www.endoi.org/10.004/doi	hyperlink.

#### 3.11 Username Retrieval

Note: If user's account is locked, please reach out to TRRWS Support at <u>dha.ncr.j-3.mbx.trrws-it-</u> <u>support@health.mil</u> to unlock the account prior to requesting a Username reminder.

- 1. To retrieve username, go to <a href="https://trrws.health.mil/Public/Login.aspx">https://trrws.health.mil/Public/Login.aspx</a> and select "Forgot Username?".
- 2. Enter email and select "Request Username Reminder".
- 3. An email with Username will be sent to that email.



### **4. FILE RETRIEVAL**

#### 4.1 Utilization Data

Manufacturers have the ability to download the Utilization Data for their respective Labelers for any quarter from 2016, Q1 and forward.

- 1. From the TRRWS Home Page, first select the Labeler whose data you are trying to view from the dropdown and then select "Go".
- 2. Select "Download Files" from the left menu.



3. The page automatically loads with the most recently released quarter of Utilization Data. You may select a different quarter by using the drop down menu under "Claim Quarter."

TRICARE Retail Refunds			- ^ ^ ^
TRICARE MFG A00000	✓ Show Labeler First Go	Logout	
Hame > Download Files Download Files - TRICARE MFG A00000 (and quarter 2021, 03 ) Step 1 Step 1 Step 2 Step 2 Step 2 Step 2 Step 2 Step 2 Step 2 Step 2 Step 2 Step 3 Step 3	Download File to Spreadsheet Step 3		

- 4. <u>Between quarters 2016, Q1 and 2018, Q1</u>; there is ONLY the option to download the original CP and CN files, the text file, or an Excel spreadsheet.
- 5. Select the "CN File Download" or "CP File Download" buttons found under the "Utilization" column of the "Refunds Menu."
- 6. File Retrieval options:
  - a. CN File Download
  - b. Text File Download
  - c. Spreadsheet Download
- From 2018, Q2 to present, the same download options mentioned above are available. In addition, there is the option to select "Download All Files." Selecting this will allow the user to download a zip file containing multiple file types:
  - a. DoD Condensed CP and CN Files
  - b. Encrypted DoD Files
  - c. Encrypted NCPDP Files
  - d. Encrypted XUD Files
- 8. All encrypted files must be decrypted by the Manufacturer using the Encryption Wizard and a password provided by the Financial Manager.
- 9. 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.

#### 4.2 Covered Drugs

Manufacturers can view data showing the history of NDCs billed while under a labeler.

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Likozakon  Conenida Faka. Conenida Faka. Conenida Faka. Conenida Faka. Manatakon Manatakon Nending (FOC) Hospendis RQU RQU SOP: Q000 RQU SOP:	Welcome to the TRICARE Retail Refunds Website (TRRWS) The TRPNS is a web-issed application that enables and/octory pharmosukcial manufacture information with the TRICARE Retail Refund Program (TRRP). For once information regarding the TRICARE Retail Refund Program (TRRP), including the F Information for Manufacturers sorts	3) In to access their company's quarterly URIZation Data and allows management of Manufacturer nal Rale, Operational Documents, Billing Schedules, Pragram Updates and more, please voit our	About Us         Image: Second Secon

- 1. Select the "Covered Drugs" button on the main page.
- 2. The most current year and quarter will be populated, with all covered drugs for that quarter displayed. The quarter can be changed with the drop-down menu.
- 3. At the top of the table, tabs for each program (SDP, FCP-ADP, and WAC-ADP) can be selected to show which NDCs were billed under that program in each quarter.

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Download Files	Calendar Year Quarter:								
Covered Drugs	2021, 02 🗸								
My information	NDC:								
Manufacturers Information	~								
Ponding POC Requests	Product Name:								
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RQU 😁	Clear Filters Get Covered	Drugs Last Updated: 12.10.2	021 Billing Period: 04.01.2	021 - 06.30.2021					
Feedback	Filtered Results Standard Discourt Program W4	Filtered Results           Statist Discust Pager         VLC Addition Discust Pager   FCP Additional Discust Pagers							
	Sort by NDC Sort by Product Name	Sort by FCP Package Size	Sort by Unit of Measure	Sort by Winistum Refund Per Package	Son by Additional Discourt Percentage	Sort by ADP Refund Per Package	Son by Effective Date	Series Termination Date	_
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	12578965482 DEUG NAME	50	u	55	0.0000 %	55	4/12021 12:00:00 AM	6/30/2021 12:00:00 AM	View History
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	12578965482 DEUG NAME	50	63	55	0.0000 %	55	4112021 12:00:00 AM	6/30/2021 12:00:00 AM	View History
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	12578965482 DRUG NAME	30		55	0.0000 %	55	4/12021 12:00:00 AM	6/30/2021 12:00:00 AM	View History

- 4. All NDCs billed in the selected year, quarter, and program will appear below in the table along with the price per package and price per unit. The effective and termination date would appear on the NDC line if the product changed programs or was moved to another labeler in that quarter.
- 5. 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 identify changes in billing.

#### 4.3 Search Tool

Manufacturers can search data by using Search Tool functionality

	This page contains dynamic content Highest Possible Classification is UNCLASSIFIED/FOR OFFICIAL USE ONLY	Staging 2.1.1.0
	TRICARE Retail Refunds A00000 - TRICARE MF& Show Labeler First Go	
Utilization	Home Welcome to the TRICARE Retail Refunds Website (TRRWS)	Session Time Remaining: 19:33
DownRoad Files Covered Drugs Search Tool My Information Manufacturess Information Pending POC Requests Request Labeler Access	The TRRWS is a web-based application that enables authorized pharmaceutical manufacturers to access their company's quarterly Utilization Data and allows management of Manufacturer information with the TRICARE Retail Retund Program (TRRP). For more information regarding the TRICARE Retail Retund Program (TRRP), including the Final Rule, Operational Documents, Billing Schedules, Program Updates and more, please visit our <u>Information for Manufacturers page</u>	We are available     Monday - Finday Bam - Spm Eastern      Closed On     Weekends and <u>ALL Federal Holidays</u> Call Us     703-681-8494
RQU Feedback		Send Us a Message Program Support: dha.ncr.healthcare- ops.mbx.ufvarr-reguests/sithealth.mll TRRWS IT Support: <u>dha.ncr.i3.mbx.trws.dl-</u> support@health.mll

- 1. From the TRRWS Home Page, first select the Labeler whose data you are trying to search from the dropdown and then select "Go".
- 2. Select the "Search Tool" button from the left menu.
- 3. The page loads with the available filters to conduct data search for the selected Labeler.
- 4. Select a specific Quarter, or "All Quarter" under the "Claim Quarters".
- 5. From the "Select Field" drop down menu, select one of the following options.
  - a. Pharmacy ID Code
  - b. Product Code/NDC
  - c. Product Description/Name
  - d. Rx Number/Service Ref Number
  - e. Claim Number
  - f. Original Claim Number
  - g. Service Date
- 6. Enter Search data in "Search Data" field using the instructions provided on the right.
- 7. Click "Submit"
- 8. All CP data for the selected search criteria will appear below in the table.

#### 4.4 RQU

- 1. Select the RQU button associated with the desired program (SDP, FCP-ADP, WAC-ADP) to view additional billing information.
- 2. To change the year and quarter use the drop down in the upper left-hand corner.

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RQU -	Year Quarter									
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RQU FCP ADP (010)	_									
Feedback	Results, 2021, Q2	NDC	Drug Name	Unit of Measure (UM)	FCP Package Size	Refute Amperit, Per Package	Quantity Dispensed	RX Count	Original Invaiced Amount	
	2102	12345687952	DRUG NAME	EA	60.00	0.00	390.00	12		\$\$\$\$
	2102	12345879853	DRUG NAME	EA	60.00	0.00	300.00	5		\$\$\$\$
	2102	12345687952	DRUG NAME	EA	60.00	0.00	150.00	5		5555
	2102	12345679853	DRUG NAME	EA	30.00	0.00	887.00	31		5555
	2102	12345879853	DRUG NAME	FA	30.00	0.00	60.00	2		2222
								-	TOTAL: \$\$\$\$.\$\$	