TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide

Contents

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: https://trrws.health.mil/Public/Login.aspx
2. When accessing the site, a DoD Warning Banner will appear for your consent; Click "Agree".
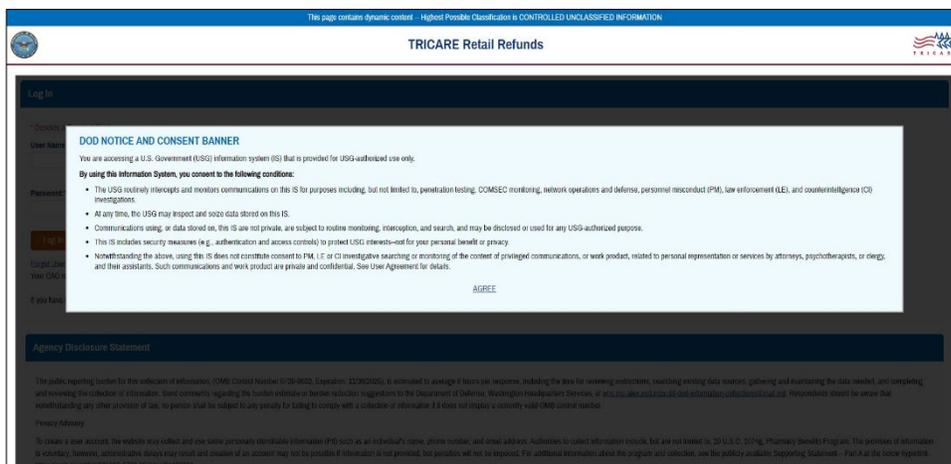
3. TRRWS Login Page will appear.

4. Login using Username and Password.

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

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: https://trrws.health.mil/Public/Login.aspx
3. When prompted to choose the certification, select "Cancel" and this will take you to the DoD Banner page.
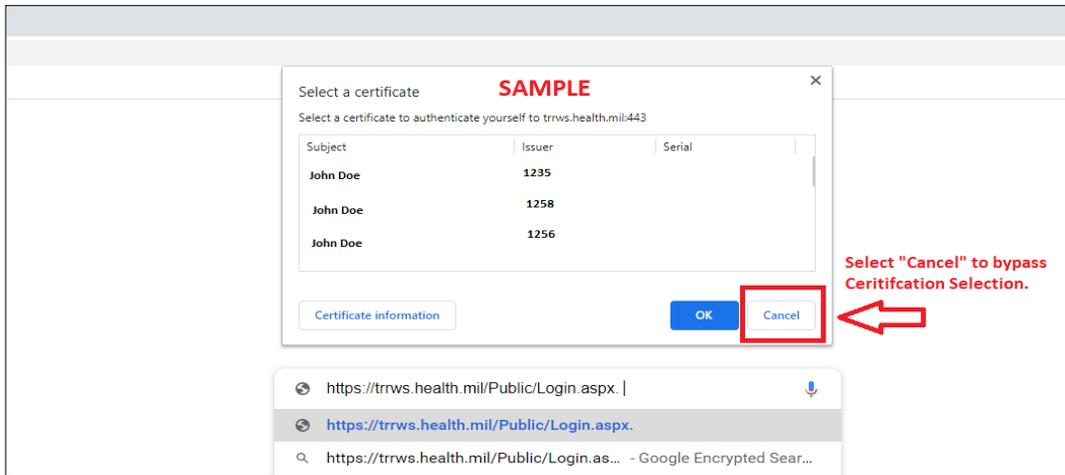
4. To continue, please follow steps from **Section 3.1.**

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 https://trrws.health.mil/Public/Login.aspx
2. As before, the DoD Warning Banner will appear; Click "Agree".
3. Under TRRWS Login Page, click on "Request New User Account".
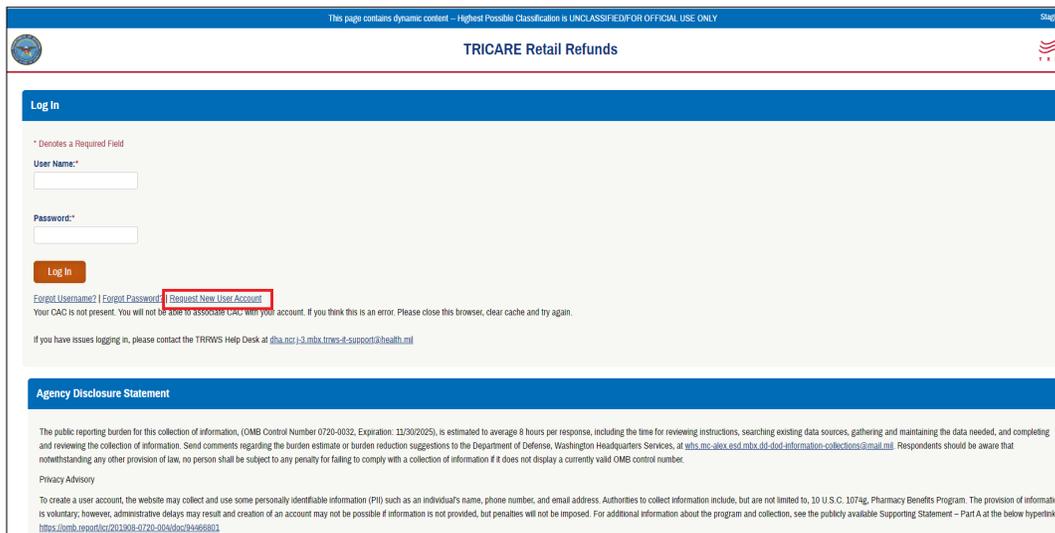
4. User will enter their information: First name, Last name; Username, Email, Phone number and extension (if any). Then select "Next".

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- **X**00000). **If unsure of the alpha character, please contact the TRICARE Retail Refund Program at dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil**

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

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.

Enter Labeler Code

`A00000`

* Denotes a Required Field

Manufacturer Information

Labeler Code
A00000

Tax ID:*

Manufacturer:*

Address:*

Address Continued:

City:*

Country:*

State:*

ZIP Code:*

Notes

Please 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

Submit Request

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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.

3.6 Requesting Labeler Access

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

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

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 dha.ncr.j-3.mbx.trrws-it-support@health.mil or dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil 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.

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.

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 dha.ncr.j-3.mbx.trrws-it-support@health.mil

3.10 Password Reset

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

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

3.11 Username Retrieval

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

1. To retrieve username, go to https://trrws.health.mil/Public/Login.aspx and select "Forgot Username?".
2. Enter email and select "Request Username Reminder".
3. An email with Username will be sent to that email.
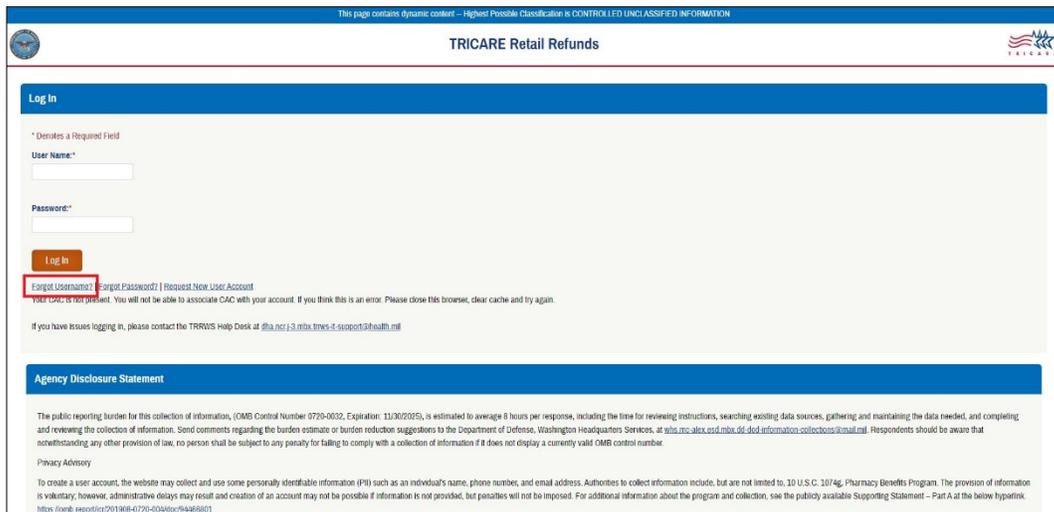
4. FILE RETRIEVAL

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.
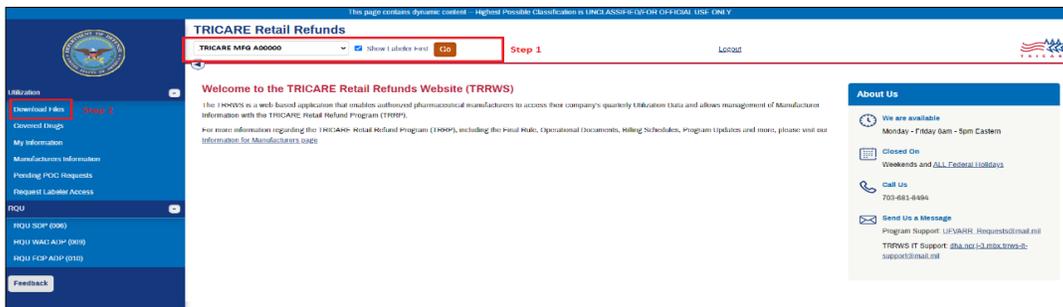
3. The page automatically loads with the most recently released quarter of Utilization Data. You may select a different quarter by using the drop down menu under "Claim Quarter."
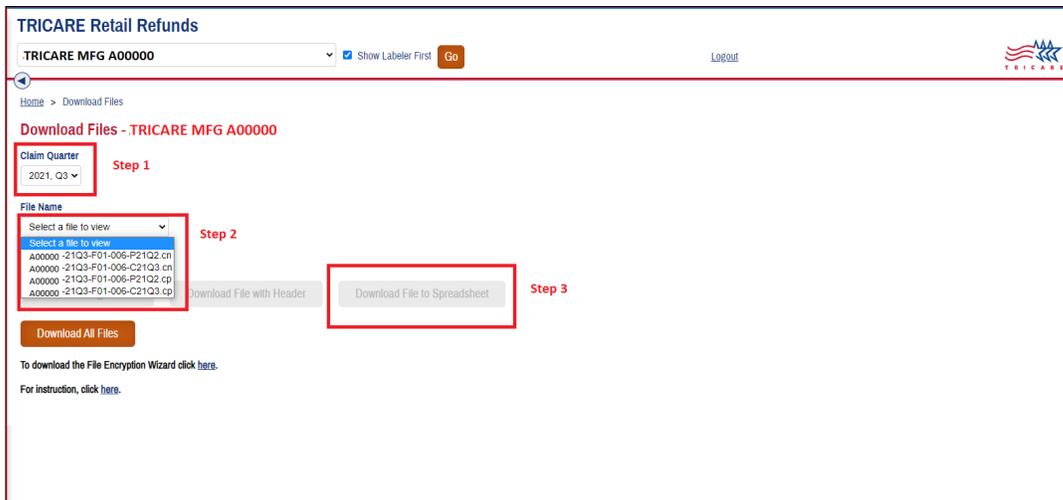
4. **Between quarters 2016, Q1 and 2018, Q1**; there is ONLY the option to download the original CP and CN files, the text file, or an Excel spreadsheet.
5. Select the "CN File Download" or "CP File Download" buttons found under the "Utilization" column of the "Refunds Menu."
6. File Retrieval options:
   a. CN File Download
   b. Text File Download
   c. Spreadsheet Download
7. **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.
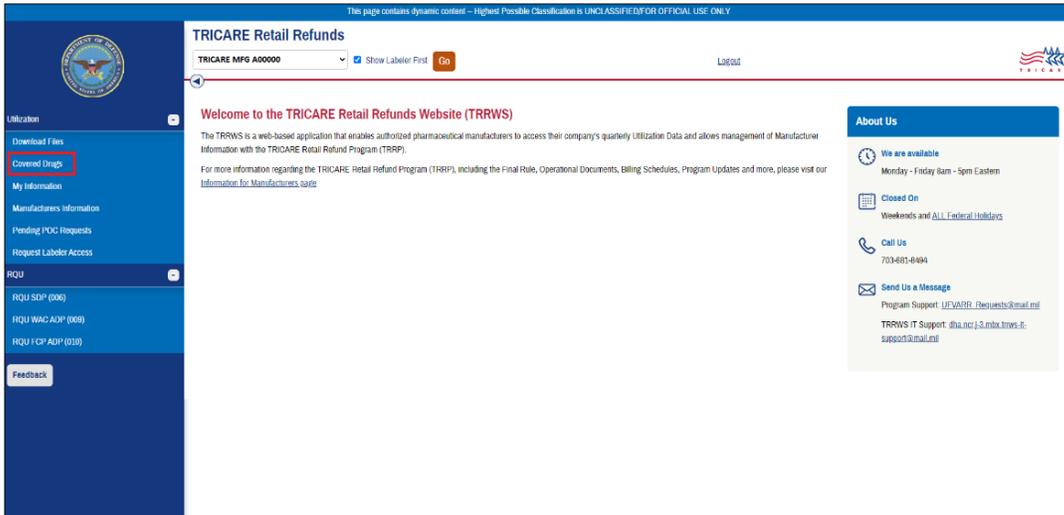
1. Select the "Covered Drugs" button on the main page.
2. The most current year and quarter will be populated, with all covered drugs for that quarter displayed. The quarter can be changed with the drop-down menu.
3. At the top of the table, tabs for each program (SDP, FCP-ADP, and WAC-ADP) can be selected to show which NDCs were billed under that program in each quarter.
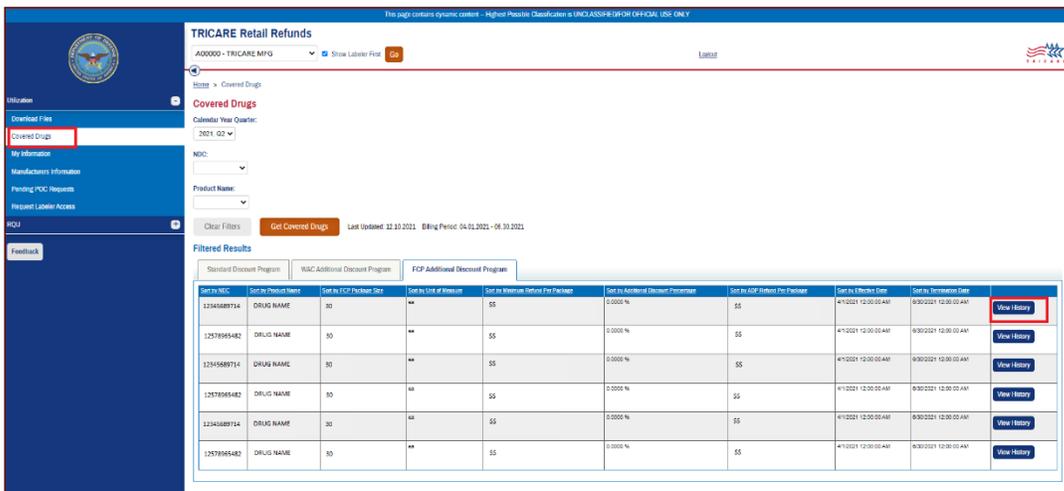
4. All NDCs billed in the selected year, quarter, and program will appear below in the table along with the price per package and price per unit. The effective and termination date would appear on the NDC line if the product changed programs or was moved to another labeler in that quarter.
5. To view 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
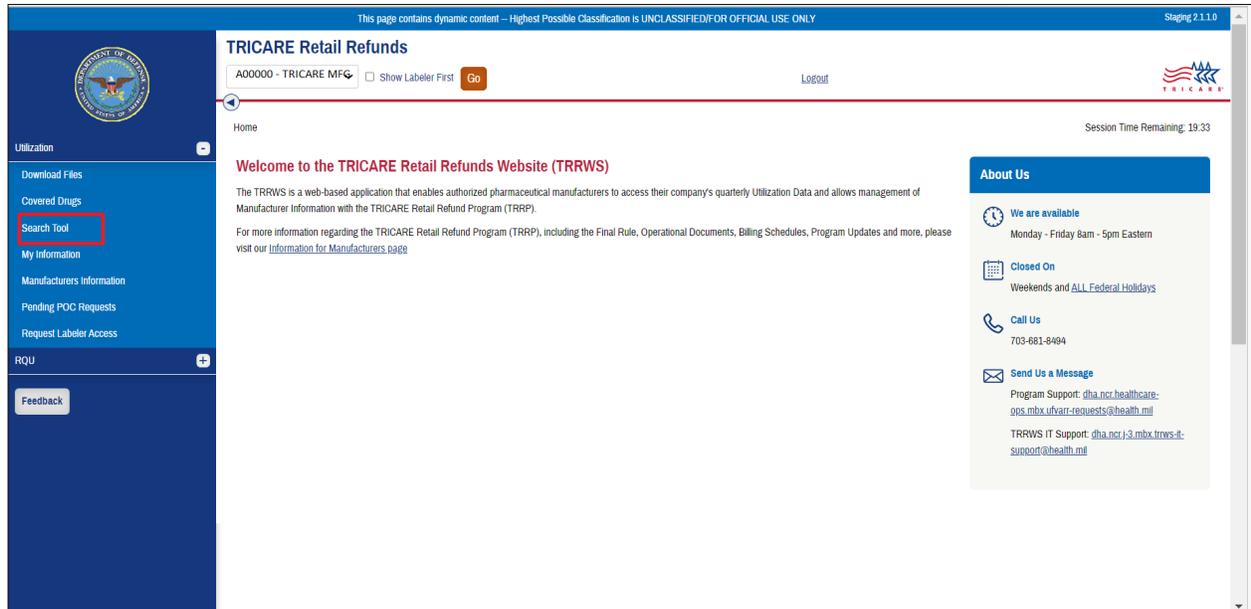
1. From the TRRWS Home Page, first select the Labeler whose data you are trying to search from the dropdown and then select "Go".
2. Select the "Search Tool" button from the left menu.
3. The page loads with the available filters to conduct data search for the selected Labeler.
4. Select a specific Quarter, 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.