Manufacturer User Guide

I. **SCOPE:**
This document will serve as a procedural guide for Manufacturers to effectively navigate the TRICARE Retail Refund Website (TRRWS). The TRRWS is a repository for quarterly refund utilization data and is used to manage manufacturer POC access to TRICARE Retail Refund Program data.

II. **File Delivery:**
Data files will be available via TRRWS and emailed to listed POCs by your assigned Financial Manager (FM). Only labeler contacts on TRRWS for a labeler will be allowed 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 and 2 Alternative POCs).

Updated Manufacturer Information on TRRWS is used to track POC contact information, send out Manufacturer notices, and send out quarterly billing invoices. Newly submitted Manufacturer information replaces old Manufacturer information and new POCs replace previously designated POCs.

All manufacturers must maintain up to date contact information.

III. **PROCEDURE:**

1. **Navigate to TRICARE Retail Refund Website:** Go to [https://trrws.health.mil/Public/Login.aspx](https://trrws.health.mil/Public/Login.aspx)
   a) As shown below, DoD Warning Banner will appear, click “Agree”.

![Warning Banner](image-url)
b) As shown below TRRWS Login Page will appear.

2. **Account Set-Up (New Manufacturer -Primary POC only):** To create a new account, go to https://trrws.health.mil/Public/Login.aspx.
   a) As shown above, DoD Warning Banner will appear, click “Agree”.
   
   b) Under TRRWS Login Page, click on “Request New User Account”

   c) Enter account information using your business email account. Afterwards, create and submit a password and PIN.
a. Please note: Effective July 2020, Any Manufacturers’/Third Party Shared or Group Emails will NOT be allowed as a Point of Contact (POC) on TRRWS.

b. 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.

d) Submit the labeler code. Manufacturers may only submit a request for access to 1 labeler when initially creating an account. When requesting access, making sure to include the alpha character (ex. X00000). If unsure of the alpha character, please contact the TRICARE Retail Refund Program at Ufvarr_Requests@mail.mil.
e) If a Labeler (Manufacturer) is new to TRRWS, the Manufacturer Information Creation Page will appear. Please be sure to fill out Manufacturer Information fields in their entirety. If the request is for an existing labeler then a request will be sent to the current Primary POC of that labeler.

a. Please Note: Only the Primary POC may complete and submit the Manufacturer Information Page; it may not be completed by a Third Party Consultant. If approved, the user who submits the information for the new Manufacturer will become its Primary POC.

b. The “I am a Primary POC” button must be selected in order to proceed.
f) **To Edit Manufacturer Information:** This Manufacturer Information Page will only be available to Primary POC for the Labeler as shown below. All manufacturers must maintain up to date contact information via this page on the TRRWS.

i. From the PPOC home page click on Manufacturer Information.

![Manufacturer Information Page](image1)

ii. Select the Labeler from the right side box to Update Information. Then click “Edit Manufacturer” to be able to edit the Manufacturer Information fields. The “Save Changes” button is at the bottom to save all changes.

![Edit Manufacturer Information](image2)
g) **To Approve/Reject pending POC requests:** The Primary POC for the Labeler will receive an email regarding any Pending POC Requests on TRRWS. Please follow email instructions to Approve/Reject POC requests.
   i. Select the Labeler from the top drop down menu which has a Pending POC request.
   ii. Then click on “Pending POC Requests” button to proceed further.

3. **Account Set-Up (New POC/User):** To create a new account, go to [https://trrws.health.mil/Public/Login.aspx](https://trrws.health.mil/Public/Login.aspx). And follow above mentioned steps from 2a to 2d.

4. **Requesting Labeler Access:** Any existing user requesting to be assigned to a specific labeler can select “Request Labeler Access” from the existing TRRWS account Home Page.

   h) Enter in the labeler code that they are requesting access to. Make sure to include the alpha character (ex. X00000). If unsure of the alpha character, please contact the TRICARE Retail Refund Program at Ufvarr_Requests@mail.mil.

   i) If the user is not the Primary Point of Contact (PPOC), an email will be sent to the PPOC notifying them of the request for access to the labeler.
5. **Replacing the previous Primary POC:** Please follow the instructions as shown on following screen.

6. **Locked Out Accounts:** A user will be locked out of the account if they incorrectly log in 3 times. Users will also be locked out due to inactivity for 30 days since last log in. For login issues and account lockouts, please contact the TRRWS Support at dha.trrws-itsupport@mail.mil

7. **Password Reset:** To reset password, go to [https://trrws.health.mil/Public/Login.aspx](https://trrws.health.mil/Public/Login.aspx) and select “Forgot Password/PIN?” Enter user name and select “Request New Password/PIN.” A link to reset password and PIN will be sent to that email. **Note:** If user’s account is locked, please reach out to TRRWS Support at dha.trrws-itsupport@mail.mil to unlock the account first.
8. **Unable to Access TRRWS:** If you receive any of the following “Forbidden Access Error”, please close all browsers and clear all cookies. This error seems to occur when a Manufacturer’s security doesn't recognize DoD certificates.

![HTTP Error 403.16 - Forbidden](image1)

![Server Error](image2)

a) Please follow below steps to access TRRWS:

1. Open any web-browser and search for TRICARE Retail Refund Website or [https://trrws.health.mil/Public/Login.aspx](https://trrws.health.mil/Public/Login.aspx).
2. When prompted to choose the certification, bypass this by selecting "Cancel" and see if this will take you to DoD Banner page and follow above mentioned steps from 1a and 1b.

![Select a certificate](image3)
9. **File Retrieval:** Manufacturers have the ability to download the Utilization Data for their respective Labelers for any quarter from 16Q1 and forward. From the TRRWS Home Page, select “Download Files”.

a) The page loads with the most recent quarter selected and visible. Filter to another quarter using the drop down under “Claim Quarter.”

b) Between quarters 16Q1 and 18Q1, there is ONLY the option to download the original CP and CN files, download the text file or excel spreadsheet. 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, 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:

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

d) All encrypted files must be decrypted by the Manufacturer using the Encryption Wizard and a password provided by the Financial Manager. 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.
10. **Covered Drugs Page**: Manufacturers can view data showing the history of NDCs billed while under a labeler.

   a) Select the “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 dropdown menu. At the top of the table, tabs for each program (SDP, FCP-ADP, and WAC-ADP) can be used to see which NDCs were billed under in each quarter.

   ![TRICARE Retail Refunds](image1)

   b) All NDCs billed in the selected year and quarter will appear below in the table to provide 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.

   ![TRICARE Retail Refunds](image2)

   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 identify changes in billing.

   ![TRICARE Retail Refunds](image3)
11. **Viewing RQU:** Select the RQU button associated with the program (SDP, FCP-ADP, WAC-ADP) to view additional billing information. In the upper left hand corner, select the year and quarter from the drop down.