TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide
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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).
- 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.

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](https://trrws.health.mil/Public/Login.aspx)
2. When accessing the site, a DoD Warning Banner will appear for you to read and consent to, click “Agree”.
3. TRRWS Login Page will appear.
3.2 Unable to Access TRRWS

If you receive any of the following “Forbidden Access Error”, please follow the below steps. This error seems to occur when a Manufacturer’s security software doesn't recognize DoD certificates.

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 Manufacturer- Primary POC ONLY)

Note:
- Effective July 2020, any Manufacturers’/Third Party Shared or Group Emails will NOT be allowed as a Point of Contact (POC) on TRRWS.
- 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.

1. To create a new account, go to [https://trrws.health.mil/Public/Login.aspx](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; Email, Phone number and (if any) extension. Then select “Next”.

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5. 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@health.mil.

6. 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. If the request is for an existing labeler then a request will be sent to the current Primary POC of that labeler.
7. The “I am a Primary POC” button must be selected in order to proceed.
8. Upon approval of the TRRWS account, POC/user will receive an automated email with a temporary password/PIN and a link to log in to TRRWS.
   a. Using the temporary information provided in email, login into the site and update your password/PIN.
   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.

3.4 Account Set-up (New POC)

If an existing POC’s company email domain has changed; to update the information 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. Follow account set up steps from Section 3.3; items 1 to 5.

3.5 Edit Manufacturer Information

The Manufacturer Information Page will only be available to Primary POC for the Labeler. 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 Manufacturer Information here (Name, Billing Address, Notes, and Tax ID). POC information can only be edited through the use of “Requesting Labeler Access”.

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
3.6 Requesting Labeler Access

New user requesting to be assigned to a specific labeler needs to follow steps from Section 3.3.

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

1. 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@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 PPOCs with the Labeler is no longer working for the Manufacturer/company, please notify DHA at dha.trrws-itsupport@health.mil or UFVARR_Requests@health.mil to disable their access.

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 if they attempt to **incorrectly log in 3 times or due to inactivity, 35 days since the last log in.** For login issues and account lockouts, please contact the TRRWS Support at dha.trrws-itsupport@health.mil

3.10 Password Reset

**Note:** If user's account is locked, please reach out to TRRWS Support at dha.trrws-itsupport@health.mil to unlock the account first.

1. To reset password, go to [https://trrws.health.mil/Public/Login.aspx](https://trrws.health.mil/Public/Login.aspx) and select “Forgot Password/PIN?”
2. Enter user name and select “Request New Password/PIN.”
3. A link to reset password and PIN 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 loads with the most recent quarter selected and visible. Filter to another quarter using the drop down 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 “View 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 will 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 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.