

# TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide

VERSION 1.3

LAST UPDATED:  
September 2022

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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

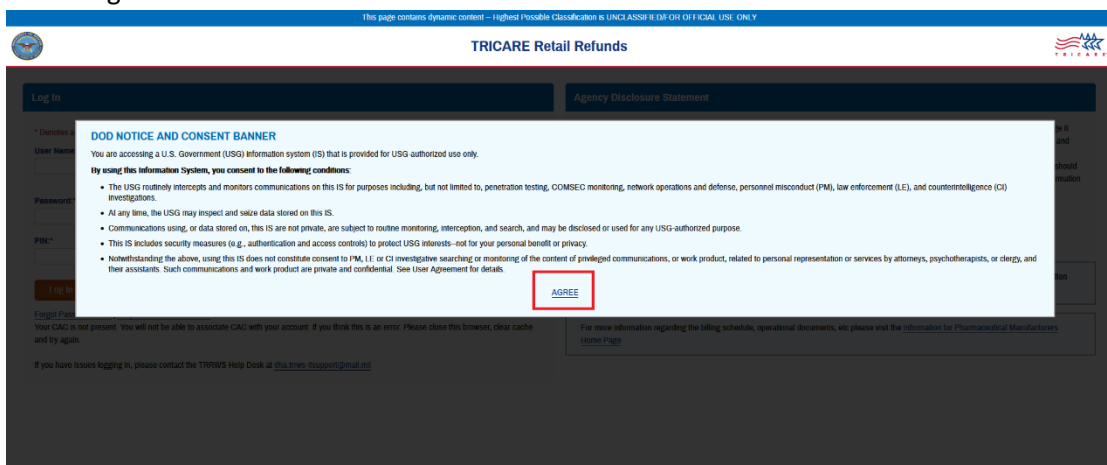
- Data files will be available via TRRWS and emailed to the listed POCs by your assigned Financial Manager. Only POCs with a TRRWS account and access to the labeler will be able to retrieve or discuss refund data for that labeler with the TRICARE Retail Refund Program Team. There can only be 3 POCs assigned 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>
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.

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**TRICARE Retail Refunds**



### Log In

\* Denotes a Required Field

**User Name:\***

**Password:\***

**PIN:\***

Log In

[Forgot Password/PIN?](#) | [Request New User Account](#)

Your CAC is not present. You will not be able to associate CAC with your account. If you think this is an error. Please close this browser, clear cache and try again.

If you have issues logging in, please contact the TRRWS Help Desk at [sha.trrws.helpdesk@mail.mil](mailto:sha.trrws.helpdesk@mail.mil)

### Agency Disclosure Statement

The public reporting burden for this collection of information, (OMB Control Number 0720-0032, Expiration: 10/31/2022), is estimated to average 8 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at [attn.mc.alex.and.mbx.dd-dod-information-collections@mail.mil](mailto:attn.mc.alex.and.mbx.dd-dod-information-collections@mail.mil). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

**DO NOT RETURN YOUR RESPONSE TO THE ABOVE ADDRESS.**  
Responses should be sent to the TRICARE Retail Refunds Program  
[UEVARR\\_Requests@mail.mil](mailto:UEVARR_Requests@mail.mil)

Disclaimer: This site contains information which may be deemed proprietary. Do not provide access to any other user without the express written consent of TRICARE Retail Refund Program.

For more information regarding the billing schedule, operational documents, etc please visit the [Information for Pharmaceutical Manufacturers Home Page](#)

### 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.

**HTTP Error 403.16 - Forbidden**

**Your client certificate is either not trusted or is invalid.**

**Most likely causes:**

- The client certificate used for this request is not trusted by the Web server.

**Things you can try:**

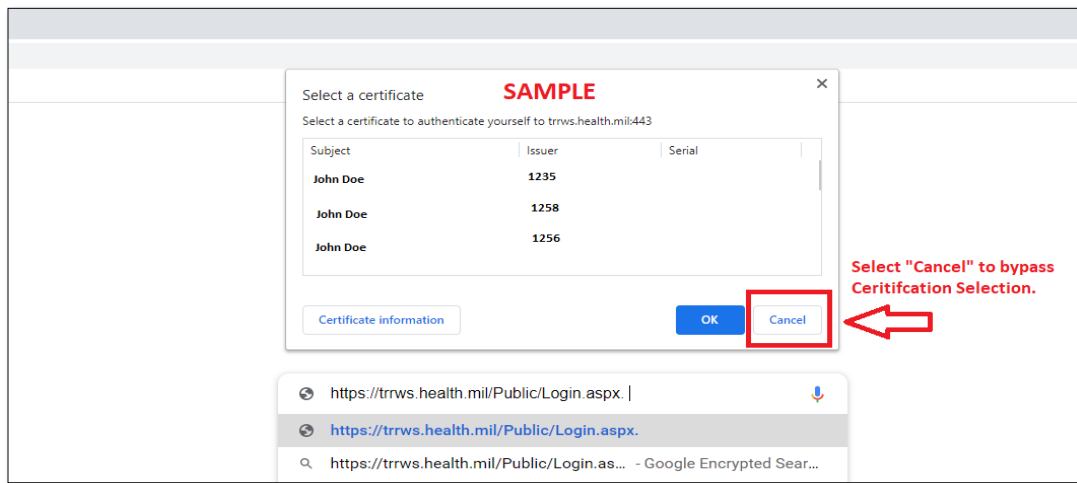
- The client may have an old certificate selected for client authentication to this Web site. Close all open client windows, open a new browser window, and then select a valid certificate for client authentication.
- Verify that the client certificate is trusted by the Web server.
- Verify that the root certificate is properly installed and trusted on the Web server.
- Create a tracing rule to track failed requests for this HTTP status code. For more information about creating a tracing rule for failed requests, click [here](#).

**Server Error**

**403 - Forbidden: Access is denied.**

You do not have permission to view this directory or page using the credentials that you supplied.

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>
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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**TRICARE Retail Refunds**



**Request User Account Access**

Enter user information

\* Denotes a Required Field

**First Name:\***

**Last Name:\***

**E-mail:\***

**Confirmation E-mail:\***


**Phone Number (digits only):\***

**Phone Number Extension:**


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, making sure to include the alpha character (ex. X00000). If unsure of the alpha character, please contact the TRICARE Retail Refund Program at [dha.ncr.healthcare-ops.mbx.ufvrr-requests@health.mil](mailto:dha.ncr.healthcare-ops.mbx.ufvrr-requests@health.mil)

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**TRICARE Retail Refunds**



**Enter Labeler Code**

Requested Labeler Code(s):

Check Labeler Code

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

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

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 [dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil](mailto: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 PPOCs 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](mailto:dha.ncr.j-3.mbx.trrws-it-support@health.mil) or [dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil](mailto:dha.ncr.healthcare-ops.mbx.ufvarr-requests@health.mil) to disable their access.

After entering the Labeler Code, please follow the instructions as shown on the following screen.

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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 Doe  
John.Doe@tricaremfg.com

Select "No" if you are replacing above listed Primary POC.

Yes No

A red arrow points to the "No" button.

### 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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TRICARE Retail Refunds

A00000- TRICARE MFG  
A00000- TRICARE MFG  
A00001- TRICARE MFG1  
A00002- TRICARE MFG 2

Row Labeler First Go

Logout

**Pending Labeler Requests**

There are no pending labeler approvals.

Step 1: Pending POC Requests (highlighted in the left sidebar)

Step 2: A00000- TRICARE MFG (highlighted in the dropdown menu)

### 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.ncr.j-3.mbx.trrws-it-support@health.mil](mailto:dha.ncr.j-3.mbx.trrws-it-support@health.mil)

### 3.10 Password Reset

**Note: If user's account is locked, please reach out to TRRWS Support at [dha.ncr.j-3.mbx.trrws-it-support@health.mil](mailto:dha.ncr.j-3.mbx.trrws-it-support@health.mil) to unlock the account first.**

1. To reset password, go to <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.

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**TRICARE Retail Refunds**

**Log In**

\* Denotes a Required Field

**User Name:\***

**Password:\***

**PIN:\***

**Log In**

[Forgot Password/PIN?](#) [Request New User Account](#)

Your CAC is not present. You will not be able to associate CAC with your account. If you think this is an error. Please close this browser, clear cache and try again.

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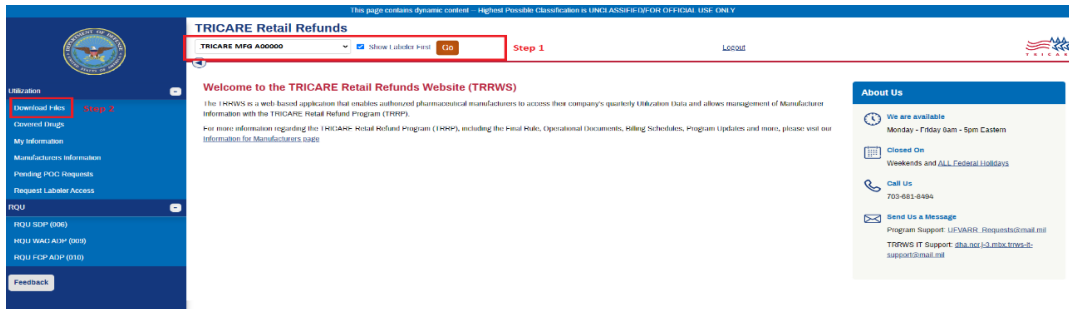
## 4. FILE RETRIEVAL

### 4.1 Utilization Data

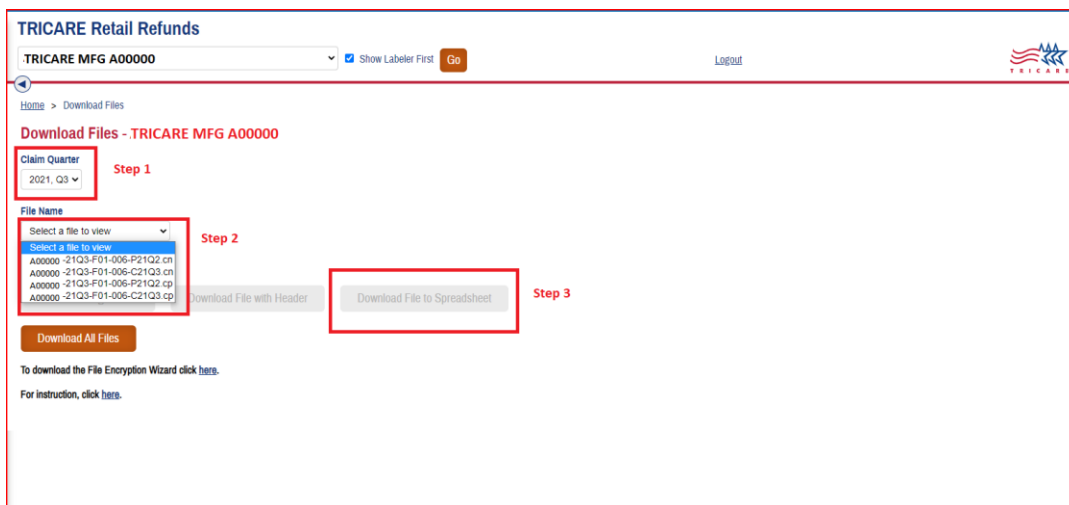
Manufacturers have the ability to download the Utilization Data for their respective Labelers for any quarter from 2016, Q1 and forward.

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.

Download Files

Covered Drugs

My Information

Manufacturers Information

Pending POC Requests

Hospital Labeler Access

RQU

RQU SDP (006)

RQU WACADP (009)

RQU FCP ADP (010)

Feedback

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TRICARE Retail Refunds

TRICARE MFG A00000

Show Labeler First

Go

Login

Welcome to the TRICARE Retail Refunds Website (TRRWS)

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 Refund Program (TRRP).

For more information regarding the TRICARE Retail Refund Program (TRRP), including the Final Rule, Operational Documents, Billing Schedules, Program Updates and more, please visit our [Information for Manufacturers page](#).

About Us

We are available

Monday - Friday 8am - 5pm Eastern

Closed On

Weekends and ALL Federal Holidays

Call Us

703-603-6404

Send Us a Message

Program Support: [UFCARR\\_Retweets@trm.mil](mailto:UFCARR_Retweets@trm.mil)

TRRWS IT Support: [dha.nc.j.s.mba.trmws-it-support@mail.mil](mailto:dha.nc.j.s.mba.trmws-it-support@mail.mil)

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.

[illegible]

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.
- To change the year and quarter use the drop down in the upper left hand corner.

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### TRICARE Retail Refunds

AD0000 - TRICARE MFG Show Loader First Log Out

Home > RQU

**RQU FCP ADP (010)**

Year Quarter  
2021 Q2

Original Invoiced Amount does not include fees and interest.

[Refresh Data](#) [Payment Details Report](#) [Download Report](#)

Results, 2021, Q2

On Statement	NDC	Drug Name	Unit of Measure (UM)	FCP Package Size	Refund Amount Per Package	Quantity Dispensed	SE Cost	Original Invoiced Amount
2102	12345678912	DRUG NAME	EA	60.00	0.00	180.00	12	\$555
2102	12345678953	DRUG NAME	EA	60.00	0.00	180.00	6	\$555
2102	12345678952	DRUG NAME	EA	60.00	0.00	180.00	6	\$555
2102	12345678953	DRUG NAME	EA	30.00	0.00	180.00	31	\$555
2102	12345678912	DRUG NAME	EA	30.00	0.00	180.00	6	\$555
2102	12345678953	DRUG NAME	EA	30.00	0.00	90.00	2	\$555
								TOTAL: \$555.55