

# TRICARE RETAIL REFUND WEBSITE

Manufacturer User Guide

VERSION 1.5

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Contents

1. INTRODUCTION ..... 3

2. FILE DELIVERY ..... 3

3. PROCESS OVERVIEW ..... 3

3.1 Navigate to the TRICARE Retail Refund Website ..... 3

3.2 Account Set-up (New POC)..... 4

3.3 Account Set-up (New Manufacturer) ..... 6

3.4 Edit Manufacturer Information (PPOC Only) ..... 7

3.5 Requesting Labeler Access ..... 7

3.6 Replacing the Previous Primary POC ..... 8

3.7 Approve/Reject Pending POC Requests ..... 9

3.8 Locked Out of Account..... 9

3.9 Password Reset..... 9

3.10 Username Retrieval ..... 10

4. FILE RETRIEVAL ..... 10

4.1 Utilization Data ..... 10

4.2 Covered Drugs ..... 12

4.3 Search Tool ..... 13

4.4 RQU .....14

# 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

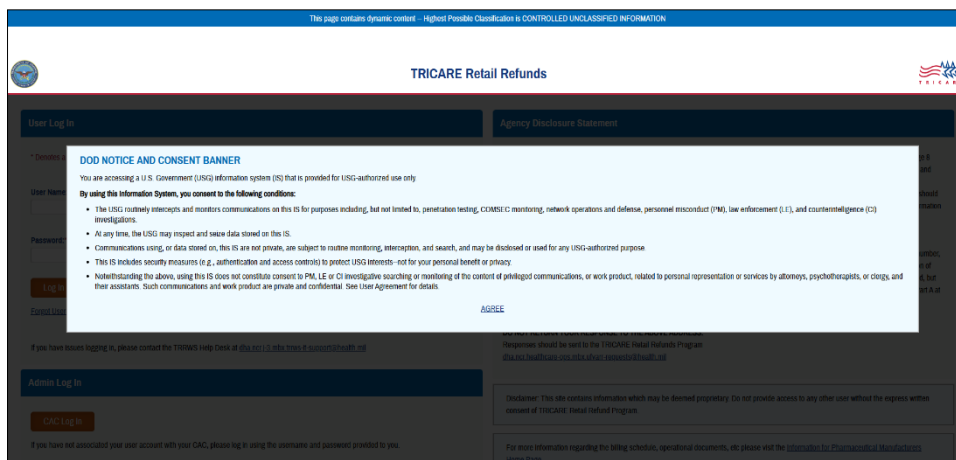
- Data files will be available via TRRWS and emailed to the listed POCs by your assigned Financial Manager. Only POCs with a TRRWS account and access to the labeler will be able to retrieve or discuss refund data for that labeler with the TRICARE Retail Refund Program Team. There can only be 3 POCs assigned 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. 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.
  - a. Note: Temporary PIN will expire after 10 minutes.

### 3.2 Account Set-up (New POC)

- **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.**

- 4 | Page

- Under TRRWS Login Page, click on “Request New User Account”.

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

- 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- **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)**
- If a Labeler (Manufacturer) is new to TRRWS, please follow steps mentioned in Section 3.3
- If Replacing Primary POC (PPOC), please follow steps mentioned in Section 3.6

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TRICARE Retail Refunds

Enter Labeler Code

Requested Labeler Code(s):

Check Labeler Code

### 3.3 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

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.

### 3.4 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 (Billing Address, Notes, and Tax ID). Assigned POCs *can only* be changed through the use of the “Request Labeler Access” tool covered in section 3.5.**

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.

The screenshot shows the 'TRICARE Retail Refunds' web application. On the left is a blue sidebar with navigation links: Utilization, Download Files, Covered Drugs, My Information, Manufacturers Information (highlighted with a red box), Pending POC Requests, Request Labeler Access, RQU, and Feedback. The main content area has a header with the TRICARE logo and a 'Logout' link. Below the header, there's a search section for 'Manufacturers Information' with a dropdown menu set to 'A00000 - TRICARE MFG', a 'Show Labeler First' checkbox, and a 'Go' button. A search bar and 'Search'/'Clear' buttons are also present. Below the search bar is a dropdown menu showing three options: 'A00000 | TRICARE MFG', 'A00001 | TRICARE MFG 1', and 'A00002 | TRICARE MFG 2'. The main form is divided into two columns. The left column is titled 'Manufacturer Information' and contains fields for 'Labeler Code\*', 'Tax ID\*', 'Manufacturer\*', 'Address\*', and 'Address Continued:'. The right column is titled 'Primary Contact Information' and contains a 'System Contacts' dropdown, 'First Name\*', 'Last Name\*', 'Email\*', 'Phone\*', and 'Extension'. A red asterisk indicates required fields. The URL at the bottom is 'staging-trrws.health.mil/Administration/TRRT-CRM\_Labeler/manageManufacturers.aspx'.

### 3.5 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- 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)

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TRICARE Retail Refunds

A00000 - TRICARE MFG Show Labeler First Go Logout

Home > Request Labeler Access

Enter Labeler Code

Requested Labeler Code(s): Step 2

Check Labeler Code

Request Labeler Access Step 1

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.

### 3.6 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](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 access to their account.

1. Follow steps from Section 3.5.
2. 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.

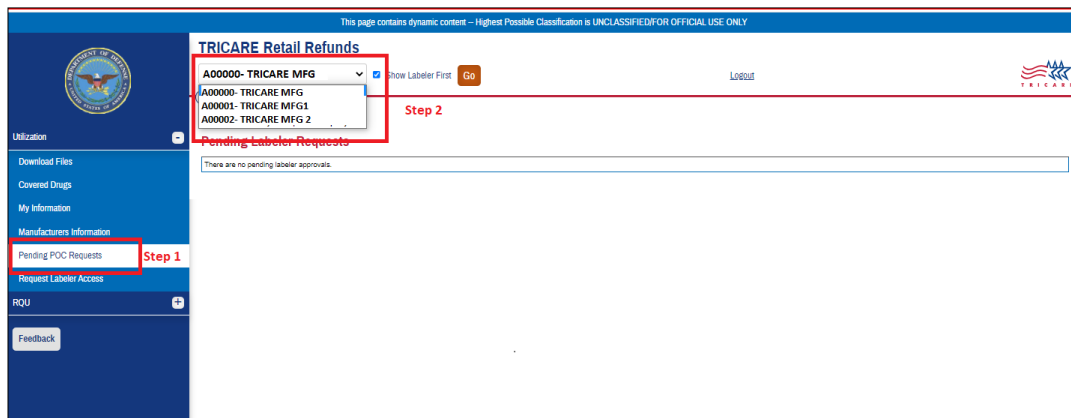
Yes No



### 3.7 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.



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

### 3.9 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](mailto: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.

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TRICARE Retail Refunds



User Log In

\* Denotes a Required Field

User Name:

Password:

Log In Request New User Account

Forgot Username? **Forgot Password?**

If you have issues logging in, please contact the TRRWS Help Desk at [dha.ncr-j-3.mbx.trrws-it-support@health.mil](mailto:dha.ncr-j-3.mbx.trrws-it-support@health.mil)

Admin Log In

CAC Log In

If you have not associated your user account with your CAC, please log in using the username and password provided to you.

Agency Disclosure Statement

The public reporting burden for this collection of information, (OMB Control Number 0720-0032, Expiration: 11/30/2025), 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 [www.reg.gov](mailto:www.reg.gov).

Privacy Advisory

To create a user account, the website may collect and use some personally identifiable information (PII) such as an individual's name, phone numbers, and email address. Authorities to collect information include, but are not limited to, 10 U.S.C. 1074g, 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 hyperlink.

<https://omb.eop.govt/2020/06/04/04469801>

**DO NOT RETURN YOUR RESPONSE TO THE ABOVE ADDRESS.**

Responses should be sent to the TRICARE Retail Refunds Program

[dha.ncr.healthcare.vos.mbx.affair.requests@health.mil](mailto:dha.ncr.healthcare.vos.mbx.affair.requests@health.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](#)

### 3.10 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](mailto: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.

This page contains dynamic content -- Highest Possible Classification is CONTROLLED UNCLASSIFIED INFORMATION



TRICARE Retail Refunds



User Log In

\* Denotes a Required Field

User Name:

Password:

Log In Request New User Account

**Forgot Username?** Forgot Password?

If you have issues logging in, please contact the TRRWS Help Desk at [dha.ncr-j-3.mbx.trrws-it-support@health.mil](mailto:dha.ncr-j-3.mbx.trrws-it-support@health.mil)

Admin Log In

CAC Log In

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Privacy Advisory

To create a user account, the website may collect and use some personally identifiable information (PII) such as an individual's name, phone numbers, and email address. Authorities to collect information include, but are not limited to, 10 U.S.C. 1074g, 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 hyperlink.

<https://omb.eop.govt/2020/06/04/04469801>

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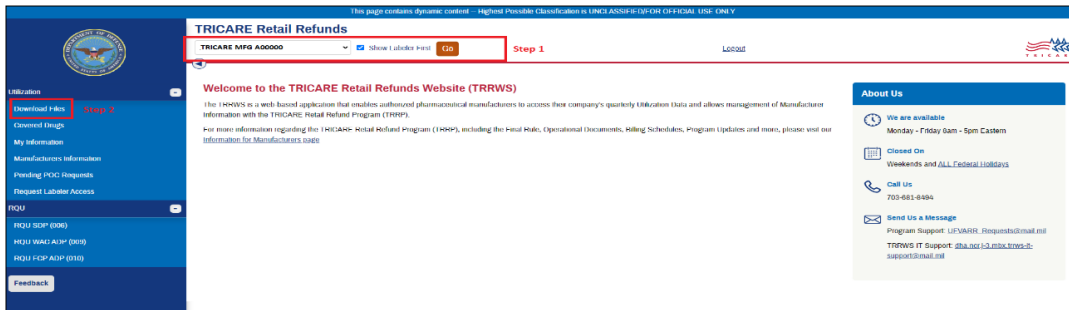
[Home Page](#)

## 4. FILE RETRIEVAL

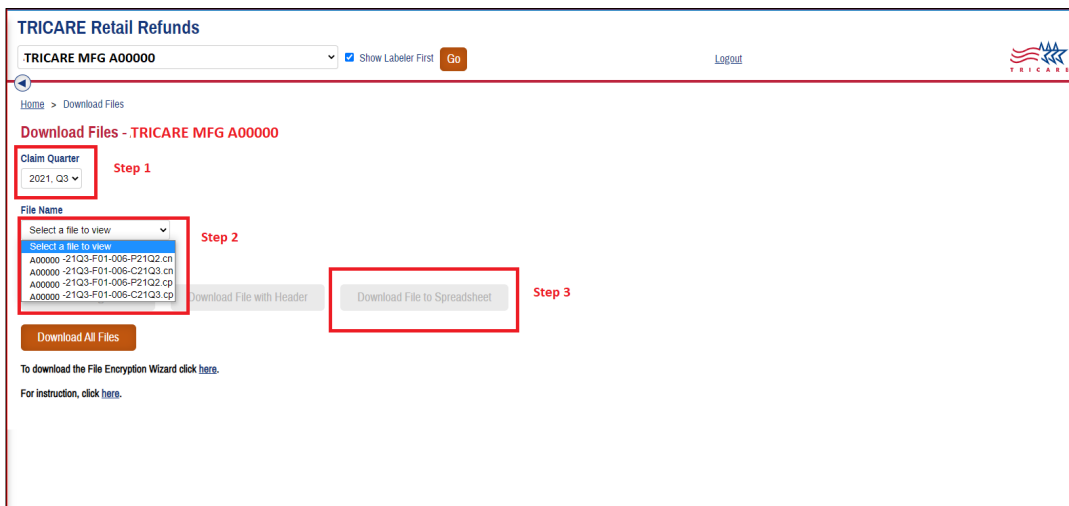
### 4.1 Utilization Data

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.”

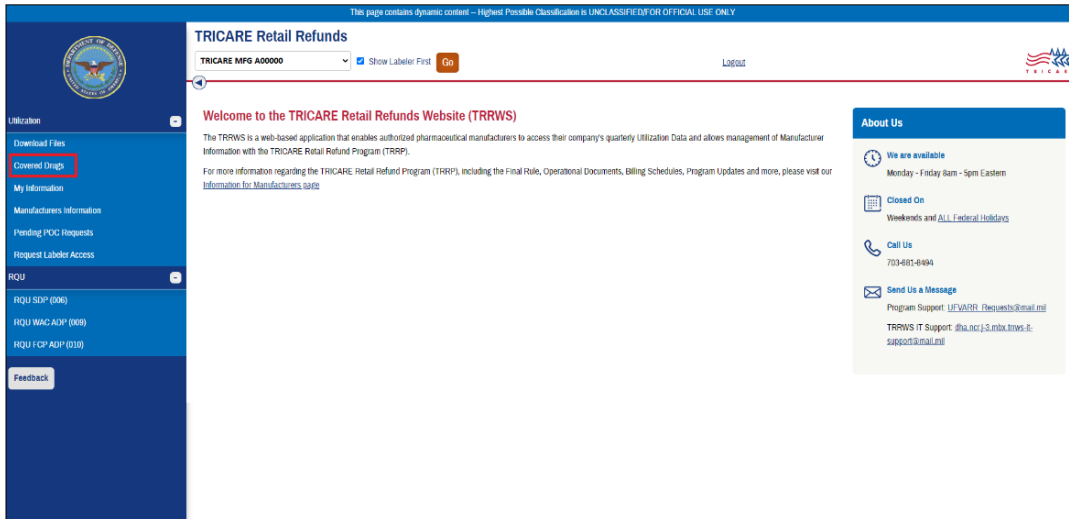


4. **Between quarters 2016, Q1 and 2018, Q1;** there is ONLY the option to download the original CP and CN files, the text file, or an Excel spreadsheet.
5. Select the “CN File Download” or “CP File Download” buttons found under the “Utilization” column of the “Refunds Menu.”
6. File Retrieval options:
  - 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

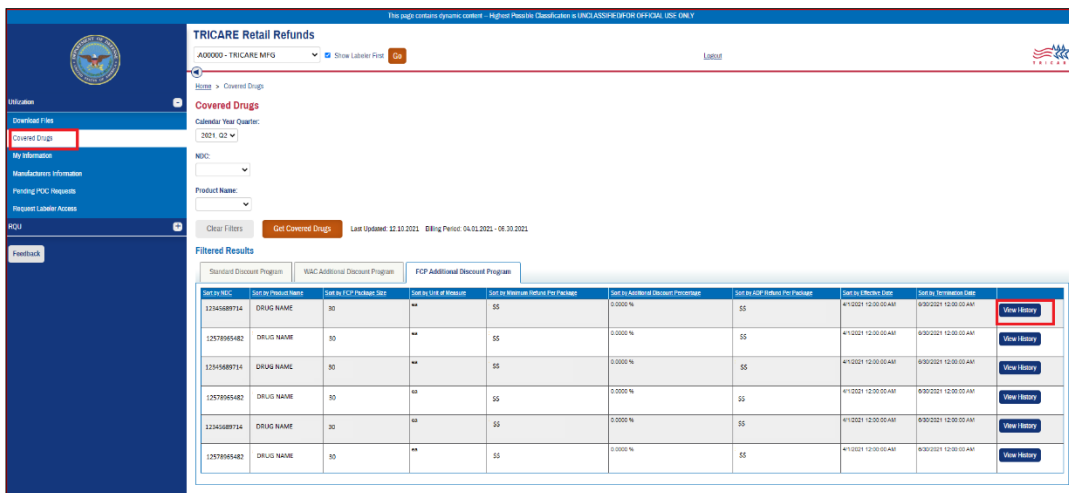
- All encrypted files must be decrypted by the Manufacturer using the Encryption Wizard and a password provided by the Financial Manager.
- A link to download the Encryption Wizard and Instructions to use it can be found on the “Download Files” page under the “Download All Files” button.

## 4.2 Covered Drugs

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



- Select the “Covered Drugs” button on the main page.
- 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.
- 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.

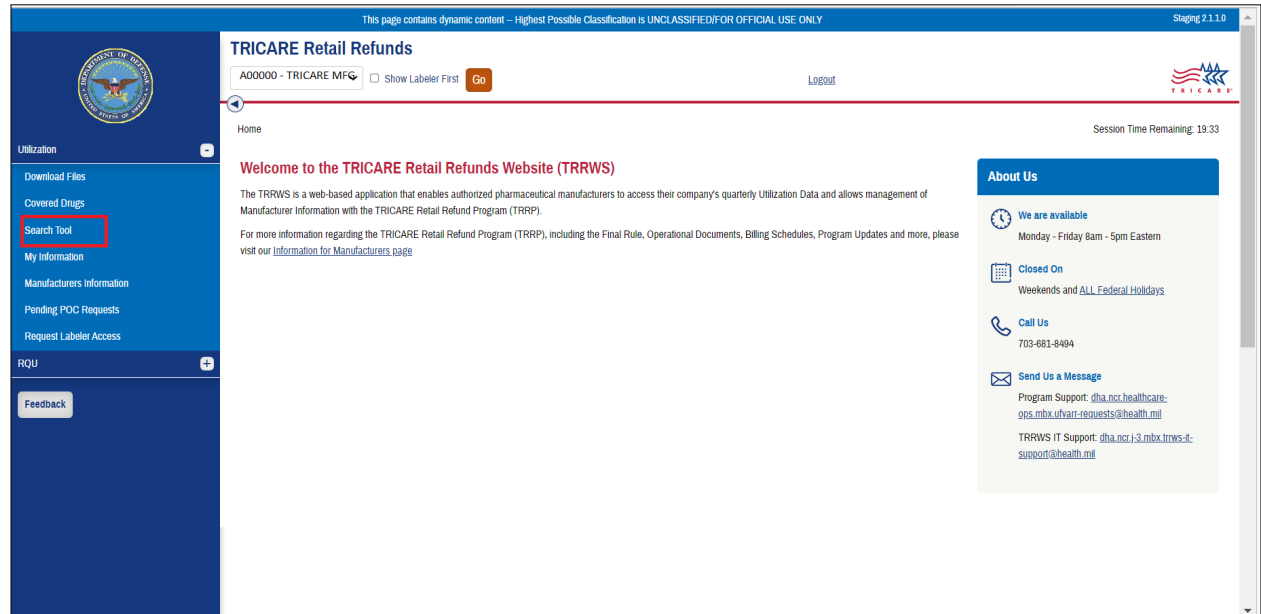


- All NDCs billed in the selected year, quarter, and program will appear below in the table along with the price per package and price per unit. The effective and termination date would appear on the NDC line if the product changed programs or was moved to another labeler in that quarter.

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.

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TRICARE Retail Refunds

A00000 - TRICARE MFG ☐ Show Labeler First

Logout

Home > RQU

**RQU FCP ADP (010)**

Year Quarter  
2021, Q2

Original Invoiced Amount does not include fees and interest.

Results, 2021, Q2

On Dispenses	NDC	Drug Name	Unit of Measure (UM)	FCP Package Size	Refund Amount Per Package	Quantity Dispensed	RI Count	Original Invoiced Amount
21Q2	12345678952	DRUG NAME	EA	60.00	0.00	960.00	12	\$555
21Q2	12345678953	DRUG NAME	EA	60.00	0.00	360.00	5	\$555
21Q2	12345678952	DRUG NAME	EA	60.00	0.00	180.00	5	\$555
21Q2	12345678953	DRUG NAME	EA	30.00	0.00	600.00	31	\$555
21Q2	12345678952	DRUG NAME	EA	30.00	0.00	180.00	6	\$555
21Q2	12345678953	DRUG NAME	EA	30.00	0.00	60.00	2	\$555
TOTAL:								\$555.55