TRICARE Online Pharmacy Refill Fact Sheet
Defense Health Services Systems

Overview

TRICARE Online (TOL) Pharmacy Refill is a new capability that allows authorized beneficiaries to securely request prescription refills from the TOL website (www.tricare.mil). TOL Pharmacy Refill serves as a secure portal to the MHS prescription refill system, AudioCARE, and is compliant with Health Insurance Portability and Accountability Act (HIPAA) and Joint Commission (JC) standards.

Authorized beneficiaries will have the ability to request refills of those prescriptions that are refillable, check the status of their refill requests, link to the TRICARE Mail Order Pharmacy (TMOP) web page and, at MTFs so enabled, to request that refills be mailed from the VA Consolidated Mail-Out Pharmacy (CMOP).

Program Components

TOL Pharmacy Refill offers three (3) main capabilities to our beneficiaries:

1. Request Prescription Refills – Refills may be requested for one or more prescriptions, and the beneficiary will choose a pick-up location for their prescriptions. Pick-up locations available would include the beneficiary's MTF and any satellite/clinic pharmacies associated with the MTF. If the beneficiary's MTF participates in the CMOP mailed refills program, "Mail Order" will be shown as a pick-up location. When requesting a prescription refill you will be asked to:

> a. enter the numeric portion of the prescription number(s) to be refilled
> b. confirm the last four (4) digits of your sponsor's SSN
> c. select a pick-up location

2. Check Refill Request Status – When the beneficiary has requested refills online, they can check the status of the request. Since TOL only tracks the statuses of refills requested through TOL, refills requested in person or via phone will not be shown in TOL. The beneficiary may check refill request statuses by selecting their pick-up location, and all refill requests for that location will be displayed.

3. Request Prescription Refills from TMOP – When requesting prescription refills from the TRICARE Mail Order Pharmacy (TMOP), TOL will actually take the beneficiary to the TMOP web page so that the refill can be requested directly through that web site. The original TOL browser window will remain open and active in the background, so that when the TMOP refill request is completed, the beneficiary will be returned to TOL.

Who is Served?

All TOL account holders have the capability to request their MTF prescription refills online after their MTF is activated for this capability.   Since each MTF is activated individually, the activations are occurring on a set schedule. If your MTF has not been activated for Pharmacy Refill there will be a message displayed to inform you of that status when you attempt to enter the Pharmacy Refill module.

What is the Benefit?

By providing the ability for beneficiaries to request prescription refills online, it provides the ability for the beneficiaries to check the status of their requests before traveling to the pick-up location. By checking the status of their refill requests, our beneficiaries can verify that their refill order has been processed according to local MTF policy. Secondly, it allows our beneficiaries the convenience of requesting their prescription refills while performing other routine online activities.

How Do I Access It?

Once successfully logged in to TOL, the beneficiary is presented with their home page. A link to access the TOL Pharmacy Refill module is available from three locations:

1. as a link within the Refill a Prescription outlet on your home page
2. as a Quick Link in the upper right page corner
3. as an option under the Personal Health navigation menu

How Do I Use It?

To initiate a prescription refill request, the beneficiary takes the following steps:

1. Select the "Refill Prescription" option (or tab).
2. Select to refill prescriptions at the Primary MTF or an Alternate MTF
3. Confirm the last 4 digits of the sponsor's SSN
4. Enter the numeric portion of the prescription number(s).
5. Select a pick-up location.
6. Click on "Submit" to process the refill request or "Reset" to restart the refill process.

For More Information

For more information about the benefits and usage of the TOL Pharmacy Refill module, please contact our TOL Help Desk to request assistance and to obtain a copy of the "TOL Pharmacy Refill User Guide".

The TOL Help Desk contact information is available at https://www.tricareonline.com/customerService.do