

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. Beneficiaries who fill original prescriptions at an MTF may refill it through TOL. When requesting a prescription the beneficiary will be asked to:

1. Confirm the last four (4) digits of your sponsor's SSN
2. Enter the numeric portion of the prescription number(s) to be refilled
3. Select a pick-up location

Check Prescription Status –

Beneficiaries may check the status of his/her prescription(s) to include when a refill has been requested. The user can check one Rx at a time by entering the last 4 digits of the sponsor's SSN, Rx number and pick-up location.

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 website where they will be asked to log in. From there, the refill can be requested directly through that website. The original TOL browser window will remain open and active in the background, so that when the TMOP refill request is completed, the beneficiary may choose to return to TOL.

For More Information...

Please contact TOL

Customer Service

available 24/7

Tel. 1-800-600-9332 CONUS

OCONUS telephone numbers

are found at

www.tricareonline.com



TRICARE Online
Pharmacy
Refill

TRICARE Online (TOL) Pharmacy Refill

All TOL beneficiary account holders have the capability to securely request their MTF prescription refills online once their MTF has activated this functionality.

How do I use it?

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

The screenshot shows the TRICARE Online homepage. In the top navigation bar, there are several tabs: Personal Health, Services & Benefits, General Health, Government Links, and Content Management. Under 'Personal Health', there is a dropdown menu with options: Book Appointment, Health Assessment Review Tool, My HealthgVet, My Personal Health Record, and Refill Prescriptions. A blue box with the number '1' highlights the 'Refill Prescriptions' link. Below the navigation bar, there is a 'Welcome to TRICARE Online' section with a personalized message for Edward Welsh, stating his MTF is Walter Reed Army Medical Center. There are also buttons for 'Provider Home', 'Manager Home', 'Beneficiary Home', and 'ESC Home'. A 'Refill a Prescription' link is highlighted with a blue box and the number '1'.

The screenshot shows the 'Refill Prescription' form. At the top, there are tabs for 'Refill Prescription', 'Prescription Status', and 'TRICARE Mail Order Pharmacy'. The form has two radio buttons for MTF selection: 'Your Primary MTF: Walter Reed Army Medical Center' (selected) and 'Alternate MTF: [Select a Region]'. A blue box with the number '2' highlights the MTF selection area. Below this, there is a field for the last 4 digits of the sponsor's Social Security Number, with '9386' entered. A blue box with the number '3' highlights this field. The form then asks for the numeric portion of the prescription number (Rx #1) and provides a grid for up to 10 additional prescriptions (Rx #2 to Rx #10). A blue box with the number '4' highlights the Rx #2 field. Below the grid, there is a dropdown menu for 'Choose a desired Pharmacy Location for the selected MTF'. A blue box with the number '5' highlights this dropdown. At the bottom, there are 'Reset' and 'Submit' buttons. A blue box with the number '6' highlights the 'Submit' button.

- 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