



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

The screenshot displays the TRICARE Online home page. At the top, there is a navigation bar with links for Home, About, Feedback, FAQ, and Log Out. The date is Wednesday, May 30, 2007, and the user is logged in as nruitbene03. Below the navigation bar is a main menu with categories: Personal Health, Services & Benefits, General Health, Government Links, and Resources. The Personal Health menu is expanded, showing options like Book Appointment, Health Assessment Review Tool, My HealththeVet, Refill Prescriptions (highlighted with a red circle and a '3'), and Self-Assessment Tools. A banner image shows medical professionals in a clinical setting. Below the banner is a 'Welcome to TRICARE Online' message. To the right, there is a 'Quick Links' section with links for My Home, My MTF, My Profile, Book Appointment, and Refill Prescription (highlighted with a red circle and a '2'). The main content area is divided into three sections: 'Book an Appointment' with a 'View Appointments' button, 'Refill a Prescription' with a 'Refill Prescription' link (highlighted with a red circle and a '1'), and 'Active Medical Appointments' showing a list of appointments with a 'Cancel TOL Appointment' link. On the right side, there are sections for 'Announcements' and 'What's New'. At the bottom, there is a footer with a disclaimer and a site map.

Home | About | Feedback | FAQ | Log Out

Wednesday May 30, 2007

You Are Logged In As: nruitbene03
Last Login: n/a
Last Failed Login: n/a

Personal Data - Privacy Act of 1974 (PL 93-579)

Personal Health Services & Benefits General Health Government Links Resources

TRICARE
Book Appointment
Health Assessment Review Tool
My HealththeVet
Refill Prescriptions 3
Self-Assessment Tools

Welcome to TRICARE Online

Welcome to your customized home page, **TOL Rx Bene Three TOL Rx Bene Three**. Your MTF is **Walter Reed Army Medical Center**. From this page you can quickly access all the features and functions of the site. You'll also find new announcements and learn about new features as they are added to the site.

Quick Links

My Home
My MTF
My Profile
Book Appointment
Refill Prescription 2

Announcements

You Asked and We Listened
And the result is a whole new look and feel to TRICARE Online.com.

What's New

The New Face of TRICARE Online
TRICARE Online is a web site that is being developed in stages. In our latest effort, we've redesigned the look and feel of the website, and worked to make useful features readily available for our users.

Online Medical Information News
Online resources are being used more often these days. Consumers are using relevant websites to gain knowledge on topics to improve their health.

Book an Appointment

To make an appointment, please select the visit reason that best describes your needs and then click on the 'View Appointments' button below.

Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

MTF Site Message:

New Problem/Not Urgent

View Appointments

Refill a Prescription

You can now refill your prescriptions, check on a status of a prescription and also access Mail Order Pharmacy (if available in your area). Click on the link below to access these options.

Refill Prescription 1

Active Medical Appointments

Only appointments made online can be canceled online.

Date: 6/1/07
Time: 09:30 AM [PDT]
Provider: CAMPBELL,ANN
Location: PRIMARY CARE CLINIC-MOODY-1
Facility: MOODY AFB OUTPT CARE
Cancel TOL Appointment

* For Official Use Only (FOUO)

TRICARE Online is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms outlined in the center area. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

Medical Disclaimer | Security Policy | Links Disclaimer | Customer Service | TRICARE Info Center | Site Map

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>