

OMB#0720-0032  
Expiration Date: xx-xx-xxxx



# TRICARE Retail Refunds

Version 1.2



**Agency Disclosure Statement:**

The public reporting burden for this collection of information 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 this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100 (OMB Control Number 0720-0032). 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.

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

**Refunds Login:**

Username:

Password:

Pin:

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 Pharmaceutical Operations Directorate.

Front Page - refunds.ha.osd.mil

TRICARE Retail Refunds

Version 1.2

Home Dummy Logout

**Manufacturer**

You are currently logged in as [ ]

Change Manufacturer: [ ]

Request Manufacturer Access

RQU Test

**Data Management**

Disputes

- Year [ ] Quarter [ ]
- Summary
- Disputes
- Data Files
- RQU/MARR
- RQU/VARR

Select

**Contact Info.**

First Name: [ ]

Phone #: [ ]

Dept: [ ]

Email: [ ]

Contact: Dummy

Last Name: [ ]


Company: [ ]

Update Cancel


Main page – Main page for manufacturers. Allows user to select available labelers, site functions, and company info.

https://refunds.ha.osd.mil/ | https://refunds.ha.osd.mil/report.php?Quarter=15Q2

Apps | News - FiercePharma | Pharmaceutical New... | STAT | COMING FAL... | POD Homepage | TRRWS Login Page | Tricare Retail Refunds | POD Sharepoint | Other bookmarks



# TRICARE Retail Refunds



Version 1.2

Home
Dummy
Logout (x)

Summary Report

CY 2015 Quarter Q2

Standard Discount Program (SDP) - Formerly MARR			
NDC Number	Product	Total Utilization	Anticipated Refund
<b>TOTAL:</b>		750.000	\$438.74

WAC Additional Discount Program (ADP) - Formerly VARR			
NDC Number	Product	Total Utilization	Anticipated Refund
<b>TOTAL:</b>		0	\$0.00

FCP Additional Discount Program (ADP) - Formerly VARR			
NDC Number	Product	Total Utilization	Anticipated Refund
<b>TOTAL:</b>		0	\$0.00

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 Pharmaceutical Operations Directorate.

Summary page – Labeler summary page for SDP, ADP, and WAC programs. Lists all utilized drugs for labeler and the refund billed.


The screenshot shows a web browser window with the URL `https://refunds.ha.osd.mil/disputes_main.php?Quarter=15Q1`. The page header includes the Department of Defense seal, the title "TRICARE Retail Refunds Version 1.2", and the TRICARE logo. A navigation bar contains "Home", a search box with the text "Dummy", and "Logout (X)". The main content area is titled "Disputes Section" and "15Q1". Below this is a blue horizontal bar, followed by the instruction "Choose which option you would like to perform." and a row of five green buttons: "Enter Disputes by Claim Number", "Enter Disputes by NDC/Date", "Enter Disputes by Pharmacy ID", "View My Current Disputes", and "View My Resolved Disputes". A disclaimer at the bottom reads: "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 Pharmaceutical Operations Directorate."

Disputes page – Options for user to dispute individual claims based on various identifying factors.

https://refunds.ha.osd.mil/ x


https://refunds.ha.osd.mil/disputes.php?Quarter=15Q1

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds

Version 1.2



Home  Logout (x)

Enter Disputes

Enter Claim Number(s) you have a dispute for, based on Claim Detail file.

[Return to Main Disputes Section](#)

- 
- 
- 
- 
- 
- 
- 
- 
- 
- 
- 

Search


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 Pharmaceutical Operations Directorate.

Dispute Upload Page – Users can upload individual disputes by claim number.

https://refunds.ha.osd.mil x


https://refunds.ha.osd.mil/disputes\_bulk\_date.php?Quarter=15Q1

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds

Version 1.2



Home  Logout

Enter Disputes in Bulk

Product Code / Description	Date
<input type="text"/>	Year Jan 01

Enter My Disputes


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 Pharmaceutical Operations Directorate.

Dispute Entry Page – Users can enter disputes by product and date.

https://refunds.ha.osd.mil/ x


https://refunds.ha.osd.mil/disputes\_bulk\_zip.php?Quarter=15Q1

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds

Version 1.2



Home  Logout (x)

Enter Disputes in Bulk

Pharmacy ID Code

Enter My Disputes


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 Pharmaceutical Operations Directorate.

Dispute Entry Page – Users can enter disputes by pharmacy ID.

https://refunds.ha.osd.mil/ x


https://refunds.ha.osd.mil/view\_disputes.php?Quarter=10Q1

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds

Version 1.2



Home Dummy Logout

Manage My Disputes

298464 total disputes

Page 1 of 2985 Next > Last >>

Line #	Quarter	MARR / VARR	Pharmacy ID Qualifier	Pharmacy ID	Pharmacy Zip	Product Code Qualifier	Product Code	Product Description	FF Total Metric Dec Qty	Unit of Measure	Rebate Day Supply	Presp # / Service Ref #	Date Filled / Date of Service	Record Purpose Indicator	Claim #	Dispute Code



Dispute Page – users can view submitted disputes.



https://refunds.ha.osd.mil/

https://refunds.ha.osd.mil/resolved\_disputes.php?Quarter=10Q4

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks

 **TRICARE Retail Refunds**   
Version 1.2

Home  Logout

View My Resolved Disputes



645 total disputes

Page 1 of 7 Next Last

Line #	Quarter	MARR / VARR	Pharmacy ID Qualifier	Pharmacy ID	Pharmacy Zip	Product Code Qualifier	Product Code	Product Description	FF Total Metric Dec Qty	Unit of Measure	Rebate Day Supply	Presp # / Service Ref #	Date Filled / Date of Service	Record Purpose Indicator	Claim #	Dispute Code	Dispute Resolution	Dispute Time

Dispute Resolution Page – users can review the resolution of disputes.

https://refunds.ha.osd.mil x  
https://refunds.ha.osd.mil/datafiles.php?Quarter=15Q2  
Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks

 **TRICARE Retail Refunds** Version 1.2 

Home  Logout

**Download Data Files**

CY 2015 Quarter Q2 Data Files

- MARR Overall Summary File  
VARR Overall Summary File
- MARR Claim Detail File

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 Pharmaceutical Operations Directorate.

Data files – Labelers can obtain their data files including program level claim and summary information.

https://refunds.ha.osd.mil

https://refunds.ha.osd.mil/RQU.php?Type=MARR&Quarter=15Q2

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks

# TRICARE Retail Refunds

Version 1.2

Home [Redacted] Logout

**DOD NOTICE AND CONSENT BANNER**

Please note: For 1QCY10 the original data runs have been archived. The RQU payment detail and new dispute information should be entered on the respective 1QCY10 rerun pages.

**AGREE**

NDC	Drug Name	Strength	Measure	Disp Unit	Count	Amount	Disputed QTY	\$ Value	Amt. Due	Comment	Status	Quarter Dispensed
1	[Redacted]		ML	0	2	100.000	\$64.29		\$	Show Comment	Dispute	13Q4
2	[Redacted]		ML	0	6	540.000	\$212.76		\$	Show Comment	Dispute	14Q1
3	[Redacted]		EA	0	2	20.000	\$137.90		\$	Show Comment	Dispute	13Q4
4	[Redacted]		EA	0	1	10.000	\$23.79		\$	Show Comment	Dispute	14Q1
<b>Totals:</b>						<b>\$438.74</b>		<b>\$0</b>	<b>\$438.74</b>			


Once you have submitted the data from this Quarter you will no longer have access to change it.

Submit


RQU – Pop-up when the user navigates to the RQU page

https://refunds.ha.osd.mil/ RQU.php?Type=MARR&Quarter=15Q2

Apps News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds



Version 1.2

Home
Dummy
Logout

MARR  
2Q CY 15

NDC	Drug Name	FCP Pkg Size	Unit of Measure	Refund Per FCP Unit	RX Count	Quantity	Requested Rebate Amount	MFG Disputed QTY	MFG Disputed \$ Value	MFG Adjusted Amt Due	Comment	Status	Quarter Dispensed
1			ML	0	2	180.000	\$64.29			\$	Show Comment	Dispute	13Q4
2		ML	0	6	540.000	\$212.76			\$	Show Comment	Dispute	14Q1	
3		EA	0	2	20.000	\$137.90			\$	Show Comment	Dispute	13Q4	
4		EA	0	1	10.000	\$23.79			\$	Show Comment	Dispute	14Q1	
<b>Totals:</b>							<b>\$438.74</b>		<b>\$0</b>	<b>\$438.74</b>			

Once you have submitted the data from this Quarter you will no longer have access to change it.

RQU – RQU/Payment Detail where users can dispute or enter payment information for records.

The screenshot shows a web browser window displaying the TRICARE Retail Refunds application. The URL in the address bar is <https://refunds.ha.osd.mil/RQU.php?Type=VARR&Quarter=15Q2>. The page header includes the TRICARE logo and the text "TRICARE Retail Refunds Version 1.2". Navigation links for "Home" and "Logout" are visible. A central pop-up window titled "DOD NOTICE AND CONSENT BANNER" contains the following text:

Please note: For 1QCY10 the original data runs have been archived. The RQU payment detail and new dispute information should be entered on the respective 1QCY10 rerun pages.


**AGREE**

Below the pop-up, a table header is partially visible with columns: NDC, Drug Name, FCP, MFG, Comment, Status, and Quarter Dispersed. The table content is mostly obscured by the pop-up.


VARR RQU – Pop-up when user navigates to VARR RQU

https://refunds.ha.osd.mil/ RQU.php?Type=VARR&Quarter=15Q2

Apps FMI News - FiercePharma Pharmaceutical New... STAT | COMING FAL... POD Homepage TRRWS Login Page Tricare Retail Refunds POD Sharepoint Other bookmarks



# TRICARE Retail Refunds



Version 1.2

Home
Dummy
Logout

VARR  
2Q CY 15

NDC	Drug Name	FCP Pkg Size	Unit of Measure	Refund Per FCP Unit	RX Count	Quantity	Requested Rebate Amount	MFG Disputed QTY	MFG Disputed \$ Value	MFG Adjusted Amt Due	Comment	Status	Quarter Dispensed
No Records													

Once you have submitted the data from this Quarter you will no longer have access to change it.

VARR RQU – Same as SDP RQU. This is what is shown when there are no records for an RQU