SUPPORTING STATEMENT - PART A

TRICARE Retail Refunds User Account Access Request
OMB Control Number 0720-0032

1. Need for the Information Collection

The Department of Defense (DoD) receives Federal Ceiling Prices (FCP) [i] in the military treatment facilities and the TRICARE Mail Order Pharmacy program. Through authority provided in Section 703 of the Fiscal Year 2008 (FY08) National Defense Authorization Act (NDAA) and the final implementing regulation, DoD obtains similar federal pricing discounts in the TRICARE retail network pharmacies. The government collects approximately $1B a year based on this requirement. Section 703 of the NDAA FY08 enacted Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)/TRICARE: Inclusion of TRICARE Retail Pharmacy Program in Federal Procurement of Pharmaceuticals, 10 United States Code (U.S.C) 1074g(f) which makes drugs provided to eligible covered beneficiaries through the TRICARE Retail Pharmacy Program (TRRP) subject to the pricing standards of the Veterans Health Care Act. The authority of 10 U.S.C 1074g(h), 32 Code of Federal Regulation (CFR) 199.21(q)(3) requires information collection to implement 10 U.S.C 1074g(f).

At the start of implementing regulations, May 26, 2009, the DoD started the process of collecting federal pricing discounts for covered drugs provided to TRICARE beneficiaries through TRICARE retail network pharmacies. FCP discount reductions are achieved through quarterly collection of refunds from pharmaceutical manufacturers based on the utilization of their covered drug in the TRICARE retail network pharmacies.

Specifically, pharmaceutical manufacturers must provide Points of Contact (POC) to: discuss proprietary utilization information, gain access to the Refund Utilization data hosted on the TRICARE Retail Refund Website, and maintain accurate manufacturer information to ensure deliverability of the required refund demand letters. This information collection allows the POCs to gain access to the TRICARE Retail Refunds Website where they can gain access to the Refund Utilization data.

2. Use of the Information

Respondents are the POCs designated by pharmaceutical manufacturers. They are responding to the information collection to maintain up-to-date POCs with the TRICARE Retail Refund Program (TRRP) Team. Being a POC is required to discuss and receive proprietary utilization information with the TRRP Team. POCs are granted access to utilization data hosted on the TRICARE Retail Refunds Website (TRRWS), which is necessary to confirm if billing information is accurate. There can be up-to 3 POCs per pharmaceutical manufacture.

Respondents are able to access account registration on the TRICARE Retail Refunds Website (TRRWS) via TRRWS.health.mil. Respondents must request access to each manufacturer's utilization data repository in order to receive all relevant data. Requests for new accounts are processed automatically. User requests to access a manufacturers' utilization data are sent to the current POCs for the manufacturer to confirm request is accurate, if the manufacturer responds affirmatively, then a TRRP Team member grants the user access to the data.

3. Use of Information Technology

100% of responses are collected electronically through the TRRWS. Notification of respondent requests are provided through Microsoft Outlook.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

If the data collection is not approved on an as needed basis, DoD may not be able to maximize refund recoupment on covered drugs dispensed to TRICARE beneficiaries throughout the FY.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice for the collection published on Monday, July 21, 2025. The 60-Day FRN citation is volume number 90 FR 34250.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Wednesday, November 26, 2025. The 30-Day FRN citation is volume number 90 FR 54312.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the 60-Day Federal Register Noticed was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A Privacy Act Statement is not required for this collection because we are not requesting individuals to furnish personal information for a system of records.

A System of Record Notice (SORN) is not required for this collection because records are not retrievable by PII.

A Privacy Impact Assessment (PIA) is not required for this collection because PII is not being collected electronically.

Records will be maintained in accordance with the following approved disposition schedule: Cutoff: Cut off when no longer needed for current business. Disposition: Permanent. Transfer to NARA 40 years after cutoff. OSD RDS Series File Number: 102-13 NARA Authority: NC1-330-77-004, ITERM 201-13

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)
   TRICARE Retail Refunds Request User Account Access
   a) Number of Respondents: 300
   b) Number of Responses Per Respondent: 4
   c) Number of Total Annual Responses: 1,200
   d) Response Time: 8 hours
   e) Respondent Burden Hours: 9,600 hours

2) Total Submission Burden
   a) Total Number of Respondents: 300
   b) Total Number of Annual Responses: 1,200
   c) Total Respondent Burden Hours: 9,600 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument
   TRICARE Retail Refunds Request User Account Access
   a) Number of Total Annual Responses: 1,200

b) Response Time: 8 hours
c) Respondent Hourly Wage: $49.40
d) Labor Burden per Response: $395.20
e) Total Labor Burden: $474,240

2) Overall Labor Burden
   a) Total Number of Annual Responses: 1,200
   b) Total Labor Burden: $474,240

Respondent Wage Reference Source: Bureau of Labor Statistics, average hourly wage for Pharmaceutical and Medicine Manufacturing in May 2021
https://www.bls.gov/oes/current/oes414011.htm

13. Respondent Costs Other than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

1) Collection Instrument(s)
   TRICARE Retail Refunds Request User Account Access
   a) Number of Total Annual Responses: 1,200
   b) Processing Time per Response: 24 hours
   c) Hourly Wage of Worker(s) Processing Responses: $18.45
   d) Cost to Process Each Response: $442.80
   e) Total Cost to Process Responses: $531,360

2) Overall Labor Burden to the Federal Government
   a) Total Number of Annual Responses: 1,200
   b) Total Labor Burden: $531,360

Hourly wage is for a GS 7 Step 1 worker in 2022
https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2022/GS_h.pdf

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories
   a) Equipment: $0
   b) Printing: $0
   c) Postage: $0
   d) Software Purchases: $0
   e) Licensing Costs: $900
   f) Other: $380,000 (server costs)

2) Total Operational and Maintenance Cost: $380,900

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: $531,360

2) Total Operational and Maintenance Costs: $380,900

3) Total Cost to the Federal Government: $912,260

15. Reasons for Change in Burden

There has been no change in burden since the last approval.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.

[i] The FCP is the maximum price that pharmaceutical manufacturers can charge the Big Four for brand-name drugs