

What is TRICARE Online Patient Portal (TOL PP) Prescriptions?

TOL PP allows you to view all of your active prescriptions for activation and filling. You choose your preferred military hospital or clinic pick-up location.

Can I fill prescriptions on behalf of family members?

Yes, you can fill prescriptions for your family members! Select your MTF where the prescription was last filled, then select your family member from the drop down list, select the prescriptions to activate, choose your preferred pick-up location, and click "Send Request Now."

Can I set up reminders to alert me my prescription is ready for pick up?

Yes, you have the ability to receive email and/or text message notifications, including international numbers, for military hospital or clinic prescription fills. The notifications will let you know when your prescriptions will be ready for pick up as well as how long you have to pick up your prescriptions. Set up prescription notifications in your "Profile" on the TOL PP home page.

Can I renew my prescriptions using the TOL PP?

Yes, you can request a prescription renewal using the Secure Messaging capability. Use the Secure Messaging feature to send a message requesting your prescription renewal to your healthcare provider team.

Defense Health Agency Global Service Center (DHAGSC)



Provides 365 / 24 / 7
Customer Service



[\(800\) 600-9332](tel:8006009332)



OCONUS contact
information is available at
www.TRICAREOnline.com
under "Contact Us"

Use your smartphone's camera to
scan the code below. Tap the banner
that pops up to go to the website!



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**All DoD Service Members and beneficiaries who are at least 18 years old are eligible for DoD credentials.*



PRESCRIPTIONS

Providing health care access
to beneficiaries
365 / 24 / 7

www.TRICAREOnline.com



How do I access TOL PP Prescription information and services?

1. Go to www.TRICAREonline.com.
2. Log in with your DoD CAC, Premium DS Logon, or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click "Need An Account."
3. Click 'Prescriptions' option on the TOL PP home page.
4. Confirm the primary military treatment facility (MTF) where the prescription was issued from the drop-down box. To activate Prescriptions for a family member, select them from the drop down box to see an updated list of Rx's. Choose Pharmacy pick-up location, if you have not set up a location in your profile.
5. Select the prescriptions you wish to activate from the list of Active Rx's. Enter a 'Contact Phone Number' (for new fills only). Send your request.
6. To request refills not displaying on the list, select the "Manual Refill" option. Confirm the MTF where the prescription was issued. You may enter up to six Rx numbers. Choose Pharmacy pick-up location. Send your request.



NEW PRESCRIPTIONS & REFILLS

With the TRICARE Online Patient Portal Prescriptions Module, you can now use TOL PP to request New Prescriptions be filled for yourself and for your family members (as authorized on TOL PP).

WBAMC now requires that you activate your Prescriptions that you want filled before you arrive at the Pharmacy to pick them up using TOL PP or phone-in refill line. This provides you a more efficient way to get New Prescriptions filled. In response to precautions for COVID-19, it also provides greater safety to you and your family by decreasing your wait time in the Pharmacy.

When you log into TOL PP and access the Prescriptions module, you can now select the Refills and New Prescriptions that you want to be filled. You will be provided with a pickup time and the Pharmacy will be alerted with your request, and they can begin processing your prescriptions before you even arrive.

Use Secure Messaging to request your Prescription be renewed

Using the various tools on TOL PP makes it easier for you to get the medications you need. If one of your prescriptions has no more refills, you can use TOL PP Secure Messaging to contact your primary care provider team and ask for a renewal. Once your care team has ordered your renewal, you can log into TOL PP and request the New Prescription be filled.

New Prescriptions from a Civilian Provider

A New Prescription from your MTF Provider or Clinic will be visible and selectable on TOL PP as soon as it has been ordered for you. However, a New Prescription that is ordered by a Civilian Provider and transmitted electronically to the "[DOD FT BLISS WBAMC EPHCY](#)" will be visible and selectable on TOL PP after the MTF Pharmacy Staff has verified it in the system. This site name is specific and important for your provider. This verification needs to occur before you can see the New Prescription available in your list of Prescriptions on TOL PP.

Continue using TOL PP to manage your health care and give us your feedback

The TOL PP offers features to help you access and manage your family health care. Log into TOL PP to make Appointments, request New and Refill Prescriptions, view your Health Record data, and access other services for yourself and your family members. As always, you are encouraged to use the Feedback link to let us know more about your experience using the TRICARE Online Patient Portal!