



Prescription (Rx) Refill

What is TRICARE Online (TOL) Patient Portal Rx Refill?

TOL Patient Portal Rx Refill allows you to view all of your active prescriptions with associated status information, quickly select one or more prescriptions for refill, and choose your preferred military hospital or clinic pick-up location. You can also link to the TRICARE Mail Order Pharmacy to schedule home delivery if that is a more convenient option for you or your family.

Can I refill prescriptions on behalf of my family members?

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

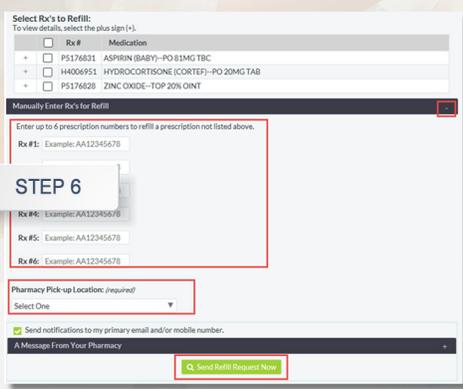
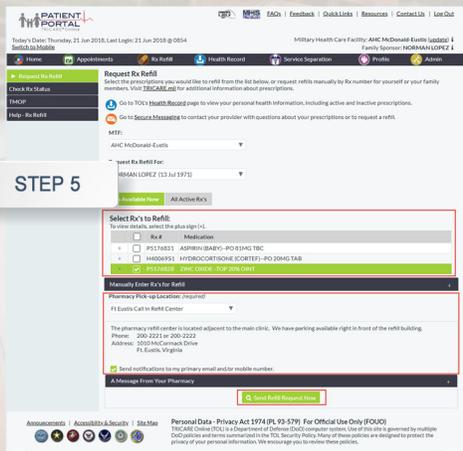
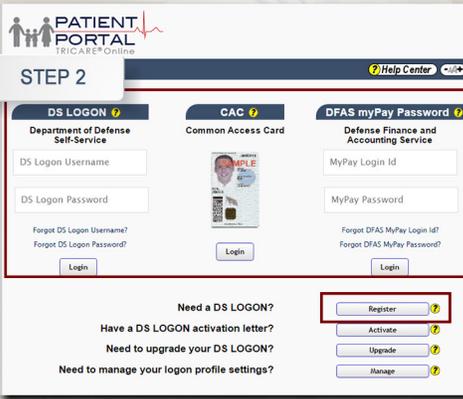
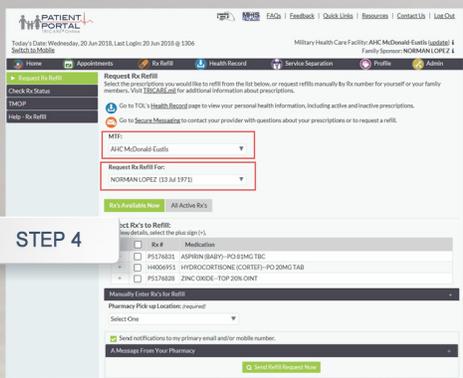
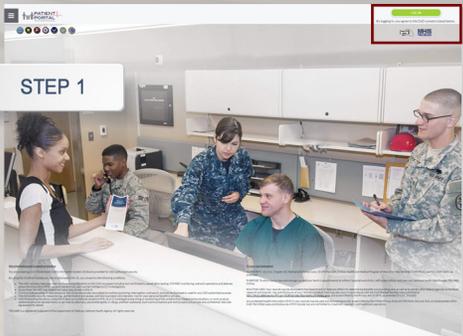
Can I set up Rx Refill reminders to alert me my prescription is ready for pick up?

Yes, you have the ability to define up to three email addresses and mobile phone numbers, including international numbers, for receiving email and text reminders for military hospital or clinic Rx Refills. You will receive notifications when your refill is ready for pick up. Additionally, you will receive an email and/or text notification if you forget to pick-up a prescription so you can request the prescription again. Set up Rx Refill reminders in your "Profile" on the TOL Patient Portal home page.

Can I renew my prescriptions using the TOL Patient Portal?

Yes, you can request a prescription renewal using the Secure Messaging capability. Simply click on the Secure Messaging icon on the TOL Patient Portal home page to send a message requesting your prescription renewal to your health care provider team.

How do I access TOL Patient Portal Prescription (Rx) Refill information and services?



1. Go to www.TRICAREonline.com and click "Log In."
2. Log in with your **DS Logon Premium (Level 2)**, **DoD CAC** or **DFAS myPay credentials**. If you do not have DS Logon credentials and would like to, click "Register."
3. Click 'Rx Refill' option on the TOL Patient Portal home page to request one or more refills.
4. Confirm the primary military treatment facility (MTF) or select a different MTF where the prescription was originally filled, from the drop-down box. To request refills for a family member, select them from the dropdown box to see an updated list of Rx's to refill.
5. Select Rx to refill and submit your request. If Rx is not displaying on the list, expand the "Manually Enter Rx's for Refill" option.
6. You may enter up to six Rx numbers. Choose Pharmacy pick-up location. Submit your refill request.

QUICK REFERENCE CODE LINK



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TOL PATIENT PORTAL CUSTOMER SERVICE



TOL Patient Portal Customer Service Available 24/7/365
1-(800) 600-9332

OCONUS Telephone Numbers located at "Contact Us"

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Visit the TOL Patient Portal at www.TRICAREOnline.com

