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

OCONUS Telephone
Numbers located at "Contact Us"



What is TOL prescription (Rx) refill?

TOL prescription (Rx) refill allows you to:

- Request one or more Rx refills for military hospital or clinic pick-up,
- Check the status of your Rx, and
- Link to the TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery

What information do you need to request an Rx refill on TOL?

To request Rx refills from your military hospital or clinic, and/or check the status of your Rx refills, you will need the following information:

- The last four (4) digits of your sponsor's SSN
- *The numeric portion of the prescription number(s) to be refilled
- Your preferred pick-up MTF or satellite/clinic location

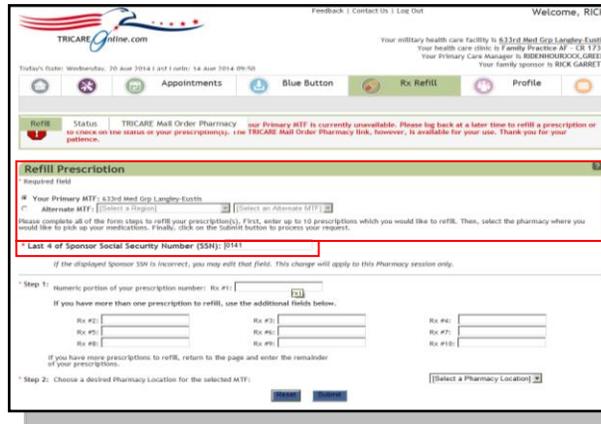
**Rx number(s) can be automatically populated via your TOL Blue Button medication profile*

How do you request a prescription (Rx) refill on TOL?

1



4



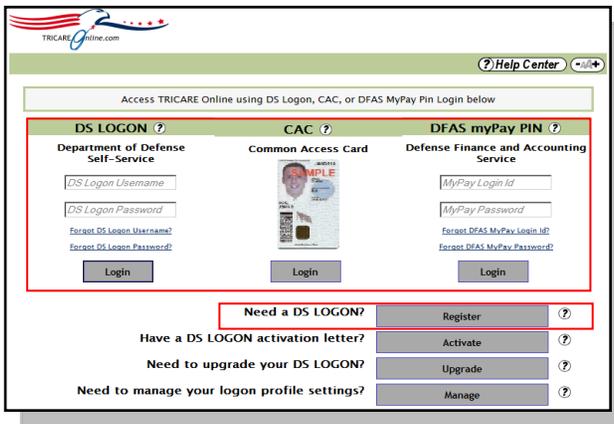
1

Go to www.tricareonline.com and click **“Log In”**.

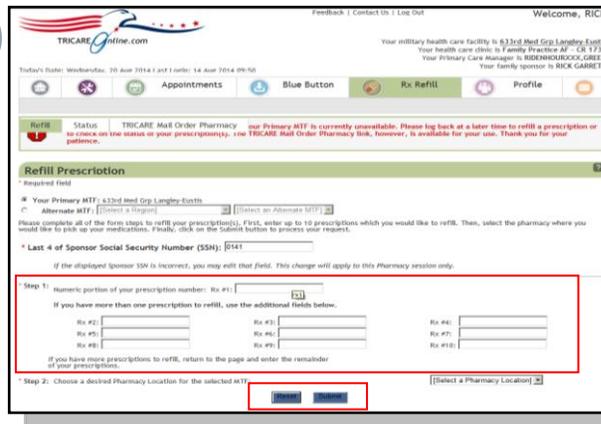
2

Log in with your Premium DS Logon, DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click **“Register”**.

2



5



3

Click the **“Rx Refill”** on the TOL home page or top navigation bar to access TOL Rx Refill.

4

Confirm your primary military hospital, clinic or select an alternate from drop-down boxes. Confirm the last 4 digits of your sponsor’s social security number.

3



**Rx number(s) can be automatically populated via your TOL Blue Button medication profile*



5

Enter the numeric portion of the Rx number*. Select a pharmacy pickup location. Click **“Submit”** to process the Rx Refill request or click **“Reset”** to restart the Rx Refill process.