

FACT SHEET TRICARE ONLINE PATIENT PORTAL

ACCESS ANYTIME, ANYWHERE



SOLUTION DELIVERY
DIVISION

TRICARE Online Patient Portal, the Department of Defense's premier web-based customer service application, allows eligible beneficiaries to securely access and request services available at military hospitals and clinics.

TOL PP capabilities are available anytime from any location with an internet connection. It provides convenient access to tools that empower patients to actively engage in their health care. Beneficiaries can schedule appointments, request prescription refills, or view their health record. The platform is a vital link in ensuring the health and readiness of uniformed service members.

TOL PP saves time, money, and frustration. Securely access the TOL PP <http://www.TRICAREonline.com> with your DS Logon or Common Access Card.

TOL PP will be decommissioned once all military hospitals and clinics complete the transition to MHS GENESIS in October 2023. TOL PP will no longer be accessible after this date. Users should download their TOL PP Health Record and save important secure messages. Once all sites are utilizing MHS GENESIS, patients will use the MHS GENESIS Patient Portal for scheduling appointments, prescription refills, electronic health record access, and secure messaging.



Key Features

- ▶ Customizable templates for secure communications with health care teams
- ▶ Self-service appointment scheduling
- ▶ Text and email notifications for prescriptions requests and appointments
- ▶ Downloadable health records

Key Benefits

- ▶ Consolidates existing patient health care capabilities
- ▶ Provides convenient 365/24/7 self-service
- ▶ Decreases the administrative workload for military hospitals and clinics
- ▶ Reduces unnecessary telephone calls, clinical appointments, and emergency room visits



For more information about TOL PP, visit <http://www.tricareonline.com>