



***TPC* FAQs - Some of the most frequently asked technical support questions**

How do I process patient medication reorders?

A: Typically, patient medications can be refilled by phone, fax via a refill form or even online through a provider portal. Be sure to select which option you prefer when processing the Reorder Patient Medication message. Check out the Reorder Reports in *TPC* to help with this process.

What Supplies are available in *TPC* and how do I generate applications for my patients?

A: To view available supplies, go to Research and click Supplies. To add an item to track and process for a patient, go to Medications and Add Supply in the section under the Medication formulary. Search and select and continue the same process as you would for a medication.

How can I obtain sample letters to add to Custom Letters in *TPC*?

A: Contact tpc@vhcf.org and we would be happy to share sample letters from our library shared by fellow Medication Assistance Caseworkers.

Check out more FAQs and Training Videos under *TPC* Help or contact *TPC* staff!