



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

How often does my *TPC* password need to be updated?

A: Passwords should be updated in *TPC* for each username at least every 3 months. Click on Forgot Password to reset your password at your convenience. Soon, passwords will need to be updated to include 15 characters as the new enhancement becomes available.

Do PAPs require proof of income for patient approval?

A: Each PAP has its unique eligibility requirements. Some PAPs offer a soft credit check to verify patient income vs submitting additional documentation. Most PAP application forms provide you with acceptable options to choose what is best for each patient.

How do I access medication Lot Numbers entered into *TPC*?

A: Select Reports. Search for the Medication Inventory Recall report under the Medication/Requests category. You can search by all manufacturers, medications, and providers or enter a specific lot number before viewing the report.

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