

BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
1	MARKETING ACTIVITIES REQUIREMENTS
1.0.	Marketing Program Requirements
2.0.	Approval Of Marketing Materials
3.0.	Roles Of The Lead Agents And The MTF Commanders In Developing Marketing Materials
2	BENEFICIARY EDUCATION
1.0.	Approval Of Beneficiary Education Materials
2.0.	Beneficiary Education Materials
3.0.	TMA-Required Meetings
4.0.	Beneficiary Surveys
3	TRICARE SERVICE CENTERS
1.0.	Location And Operations
2.0.	TRICARE Service Center Functions
4	BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS
1.0.	General
2.0.	Beneficiary Relations
3.0.	Congressional And HBA Relations
4.0.	Special HBA Meetings
5	PROVIDER RELATIONS
1.0.	General
2.0.	Provider Relations Requirements
3.0.	Reporting Requirements
6	INQUIRY SERVICES DEPARTMENT - GENERAL
1.0.	Objective Of An Inquiry Service Department
2.0.	Written Inquiries
3.0.	Telephones
4.0.	Walk-In Inquiries
5.0.	Training Of Service Representatives
7	CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL
1.0.	General
2.0.	Control
3.0.	Categories Of Correspondence
4.0.	Routine Correspondence
5.0.	Priority Correspondence
6.0.	Correspondence Completion And Quality Control
7.0.	Required Reports

SECTION SUBJECT

8 TELEPHONE INQUIRIES

- 1.0. Telephone System
- 2.0. Responsiveness
- 3.0. Requirements
- 4.0. Reports
- 5.0. Telephone Appraisal System

9 ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs)

- 1.0. General
- 2.0. Allowable Charge Review Criteria
- 3.0. Excess Charges Billed In Participating Provider Claim Cases
- 4.0. CHAMPUS Maximum Allowable Charge System
- 5.0. DRG Reviews

10 GRIEVANCES AND GRIEVANCE PROCESSING

- 1.0. Grievance Processing Jurisdiction
- 2.0. Grievances And Grievance Processing

11 COLLECTION ACTIONS AGAINST BENEFICIARIES

- 1.0. General
- 2.0. Debt Collection Assistance Program Intervention Actions
- 3.0. Responsibilities
- 4.0. Military Personnel Offices
- 5.0. TMA (Office Of Collection Claims Evaluation)
- 6.0. MCSC

ADDENDUM A - TRICARE LOGO