

FOREWORD

CHAPTER 1 - ADMINISTRATION

CHAPTER 2 - RECORDS MANAGEMENT

CHAPTER 3 - FINANCIAL ADMINISTRATION - NOT-AT-RISK FUNDS

CHAPTER 4 - PROVIDER CERTIFICATION AND CREDENTIALING

CHAPTER 5 - PROVIDER NETWORKS

CHAPTER 6 - ENROLLMENT

CHAPTER 7 - UTILIZATION AND QUALITY MANAGEMENT

CHAPTER 8 - CLAIMS PROCESSING PROCEDURES

CHAPTER 9 - DOUBLE COVERAGE

CHAPTER 10 - REIMBURSEMENT

CHAPTER 11 - CLAIMS ADJUSTMENTS AND RECOUPMENTS

CHAPTER 12 - BENEFICIARY AND PROVIDER SERVICES

CHAPTER 13 - APPEALS AND HEARINGS

CHAPTER 14 - PROGRAM INTEGRITY

CHAPTER 15 - AUDITS, INSPECTIONS, AND REPORTS

CHAPTER 16 - LEAD AGENT/MTF AND CONTRACTOR INTERFACES

CHAPTER 17 - PROGRAM FOR PERSONS WITH DISABILITIES (PPPWD)

CHAPTER 18 - CHAMPUS/VA AGREEMENT

CHAPTER 19 - SPECIALIZED TREATMENT SERVICES

CHAPTER 20 - TRICARE PRIME REMOTE PROGRAM

CHAPTER 21 - CIVILIAN CARE REFERRED BY MHS FACILITIES

CHAPTER 22 - CIVILIAN HEALTH CARE OF UNIFORMED SERVICE MEMBERS

CHAPTER 23 - DEMONSTRATIONS

APPENDICES - APPENDIX A - ACRONYMS AND DEFINITIONS

APPENDIX B - MEPRS MANUAL DEFINITION OF "VISIT"

