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TRICARE
MANAGEMENT ACTIVITY

PRO

CHANGE 142
6010.49-M
SEPTEMBER 13, 1999

PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
OPERATIONS MANUAL

The TRICARE Management Activity has authorized the following change(s) to 6010.49-M, reissued July 1992.

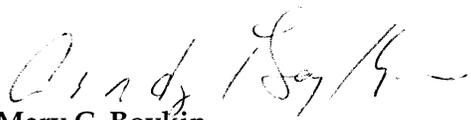
PAGE CHANGE(S): See pages 2 and 3.

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SUMMARY OF CHANGE(S): This change primarily revises and clarifies requirements for the TRICARE Prime Remote (TPR) and Supplemental Health Care (SHC) programs. These revisions are summarized on page 4.

EFFECTIVE DATE AND IMPLEMENTATION: October 1, 1999.

This change is made in conjunction with ADP Manual Change No. 2 and Policy Manual Change No. 3.


Mary C. Boykin
Chief, Office of Program Requirements

ATTACHMENT(S): 147 PAGES
DISTRIBUTION: 6010.49-M

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, FILE THIS TRANSMITTAL WITH BASIC DOCUMENT

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Summary:

- OPM Part One, Chapter 4: Corrected text related to finance procedures; deleted voucher branch of service codes in this section and added reference to the appropriate ADP section;
- OPM Part Two, Chapter 3, Section II: Re-entered language inadvertently deleted in previous change; exempts active duty claims, all inpatient Supplemental Health Care Program (SHCP) claims, resource sharing claims and resource support claims from the requirement to review for double coverage;
- OPM Part Two, Chapter 3, Section II: Applied draft changes to correct published version;
- OPM Part Two, Chapter 4: Corrected/deleted Policy Manual references, as appropriate;
- OPM Part Two, Chapter 5: Corrected Policy Manual references, as appropriate;
- OPM Part Two, Chapter 11: Added acronyms, added and revised definitions;
- OPM Part Three, Chapter 4, Section II: Clarified that contractors can delay processing claims during the grace period until either the enrollment fee payment is received or the grace period expires;
- OPM Part Three, Chapter 6, Section I: Clarified special reporting requirements;
- OPM Part Three, Chapter 8, Section I: Added National Guard and Reserve active duty members to the list of eligible service members; clarified that the TPR program replaces the GSU program in Regions 1, 2, 5, and 11, but that contractors shall continue to apply GSU enrollment and provider network requirements under TPR—to include enrollment of members of all seven (7) uniformed services (Army, Navy, Marine Corps, Air Force, Coast Guard, US Public Health Service, and National Oceanic and Atmospheric Administration); clarified that TPR applies in the United States and the District of Columbia; clarified the appeal process for TPR; clarified that the contractor shall not delay a claim for provider certification but shall continue the provider certification process; corrected text related to timeliness standards;
- OPM Part Three, Chapter 8, Section II: Copied provider information from Chapter 9, Supplemental Health Care Program—MTF-Referred Care to maintain consistency in the application of requirements to active duty claims; clarified that community norms apply in areas where providers are not available within TRICARE access standards; added SPOC retrospective review for controlled substance claims; clarified that ALL dental (including adjunctive dental) claims are to be processed and paid by the SPOC;
- OPM Part Three, Chapter 8, Section III: Removed information on TRICARE Prime ID card—the card will not be available at program start-up; deleted education requirement related to information sheet for providers and members; clarified that contractors shall use the existing provider telephone lines under TPR;
- OPM Part Three, Chapter 8, Section IV: Replaced requirements related to reimbursing claims involving “up front” payments by ADSMs with the requirements copied from OPM Part Three, Chapter 9, Supplemental Health Care Program—MTF-Referred Care, to ensure consistency in reimbursing active duty claims; the contractor will not pursue recoupment from providers in situations involving overpayments. The provider will ask for a waiver of payment limitations from the SPOC; clarified procedures for third party

liability claims; added summary vouchers under “End of Processing”; clarified voucher submission; corrected audit to quarterly instead of monthly; revised claim filing standards to be consistent with all other TRICARE claims;

- OPM Part Three, Chapter 8, Section V: Clarified that reports must include a breakout for claims processed under TPR for all Army National Guard members (no other Guard breakouts are required); revised claims timeliness reporting requirements to reflect the change in timeliness standards; clarified and corrected voucher submission procedures for contractor reimbursement;
- OPM Part Three, Chapter 8, Addendum A: Corrected phone number for the Military Medical Support Office (MMSO); added addresses for USPHS and Army National Guard;
- OPM Part Three, Chapter 8, Addendum B: Corrected spelling of “specialty” and added “inpatient” to title; added adjunctive dental care, claims for prescriptions for controlled substances, and inpatient care to list of services requiring SPOC review;
- OPM Part Three, Chapter 8, Addendum D: Deleted all references to providers under program integrity watch;
- OPM Part Three, Chapter 8, Addendum F: Deleted DMIS IDs and added reference to ADP Manual; changed PCM location code so that “01” will be used for all TPR enrollees—with or without assigned PCMs;
- OPM Part Three, Chapter 8, Addendum G: Deleted text related to Addendum H because contractors have no responsibility for provider file building under TPR;
- OPM Part Three, Chapter 8, Addendum H: Deleted Addendum H (see reason above);
- OPM Part Three, Chapter 9, Section I: Deleted text related to claims timeliness standards;
- OPM Part Three, Chapter 9, Section III: Added reporting requirements for Army National Guard claims; revised timeliness report requirements to normal TRICARE standards for all claims;
- OPM Part Three, Chapter 9, Section IV: Added manual reference for LOC payment procedures;
- OPM Part Three, Chapter 9, Addendum A: Deleted individual names;
- OPM Part Three, Chapter 10, Section I: Deleted text related to timeliness standards;
- OPM Part Three, Chapter 10, Section III: Clarified reporting requirements for Army National Guard; revised reporting for timeliness;
- OPM Part Three, Chapter 9, Addendum A: Corrected MMSO phone number and deleted individual names.

