

Audits, Inspections and Reports

Addendum A Figures

Figure 1-3-A-1 TRICARE Contractor Monthly Workload Report - Network, TMA Form No. 742

TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION A. CLAIMS		TOTAL WORKING DAYS (During Month)	
		TOTAL	
1. OPENING PENDING			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. RECEIPTS			
a. Transfers			
b. Returns			
c. Net Receipts			
3. PROCESSED TO COMPLETION			
4. PENDING END OF MONTH			
5. POINT OF SERVICE (POS) PROCESSED TO COMPLETION			
SECTION B. ADJUSTMENT CLAIMS		TOTAL	
1. OPENING PENDING			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. RECEIPTS			
3. PROCESSED TO COMPLETION			
4. PENDING END OF MONTH			
SECTION C. REMARKS			
REPORT PREPARED BY		TELEPHONE NO.	DATE PREPARED
REPORT APPROVED BY (AUTHORIZED OFFICER'S SIGNATURE)		DATE SUBMITTED TO TMA	

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Figure 1-3-A-1 TRICARE Contractor Monthly Workload Report - Network, TMA Form No. 742 (Continued)

TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION D. INQUIRIES			TOTAL
1. Telephone Inquiries Received			
2. Walk-ins			
3. Routine Correspondence			
a. Opening Pending			
(1) Pending End of Prior Month			
(a) Correction to Prior Month's Report (+ or -)			
(2) Adjusted Opening Pending			
b. Receipts			
c. Processed to Completion			
d. Pending End of Month			
4. Priority Correspondence			
a. Opening Pending			
(1) Pending End of Prior Month			
(a) Correction to Prior Month's Report (+ or -)			
(2) Adjusted Opening Pending			
b. Receipts			
c. Processed to Completion			
d. Pending End of Month			
SECTION E. REMARKS			
SECTION F. EXPEDITED APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			

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Figure 1-3-A-1 TRICARE Contractor Monthly Workload Report - Network, TMA Form No. 742 (Continued)

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TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION G. NON EXPEDITED MEDICAL NECESSITY APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			
SECTION H. NON-EXPEDITED FACTUAL DETERMINATION APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			
SECTION I. GRIEVANCES			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
4. Pending End of Month			
REMARKS			

Previous editions are obsolete

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Figure 1-3-A-2 TRICARE Contractor Monthly Workload Report - Non-Network, TMA Form No. 743

TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NON-NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION A. CLAIMS		TOTAL WORKING DAYS (During Month)	
		TOTAL	
1. OPENING PENDING			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. RECEIPTS			
a. Transfers			
b. Returns			
c. Net Receipts			
3. PROCESSED TO COMPLETION			
4. PENDING END OF MONTH			
SECTION B. ADJUSTMENT CLAIMS		TOTAL	
1. OPENING PENDING			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. RECEIPTS			
3. PROCESSED TO COMPLETION			
4. PENDING END OF MONTH			
SECTION C. REMARKS			
REPORT PREPARED BY		TELEPHONE NO.	DATE PREPARED
REPORT APPROVED BY (AUTHORIZED OFFICER'S SIGNATURE)		DATE SUBMITTED TO TMA	

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Figure 1-3-A-2 TRICARE Contractor Monthly Workload Report - Non-Network, TMA Form No. 743 (Continued)

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TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NON-NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION D. INQUIRIES			TOTAL
1. Telephone Inquiries Received			
2. Walk-ins			
3. Routine Correspondence			
a. Opening Pending			
(1) Pending End of Prior Month			
(a) Correction to Prior Month's Report (+ or -)			
(2) Adjusted Opening Pending			
b. Receipts			
c. Processed to Completion			
d. Pending End of Month			
4. Priority Correspondence			
a. Opening Pending			
(1) Pending End of Prior Month			
(a) Correction to Prior Month's Report (+ or -)			
(2) Adjusted Opening Pending			
b. Receipts			
c. Processed to Completion			
d. Pending End of Month			
SECTION E. REMARKS			
SECTION F. EXPEDITED APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			

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Figure 1-3-A-2 TRICARE Contractor Monthly Workload Report - Non-Network, TMA Form No. 743 (Continued)

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TRICARE CONTRACTOR MONTHLY WORKLOAD REPORT - NON-NETWORK			
STATE	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO & YR)
SECTION G. NON-EXPEDITED MEDICAL NECESSITY APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			
SECTION H. NON-EXPEDITED FACTUAL DETERMINATION APPEALS			TOTAL
1. Opening Pending			
a. Pending End of Prior Month			
(1) Correction to Prior Month's Report (+ or -)			
b. Adjusted Opening Pending			
2. Receipts			
3. Processed to Completion			
a. Initial Decision Upheld			
b. Initial Decision Partially Upheld			
c. Initial Decision Reversed			
d. Total Processed to Completion			
4. Pending End of Month			
REMARKS			

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Figure 1-3-A-3 TRICARE Contractor Monthly Cycle Time/Aging Report - Network, TMA Form 744

TRICARE CONTRACTOR MONTHLY CYCLE TIME/AGING REPORT - NETWORK						
STATE/COUNTRY	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO. & YR)			
SECTION A: CLAIMS AND ADJUSTMENT CLAIMS						
WORKDAYS	TOTAL	1 - 10 Days	11 - 21 Days	22 - 30 Days	31 - 60 Days	Over 60 Days
1. PROCESSED TO COMPLETION						
a. Professional (All Outpatient Services, PFTH, Drugs)						
b. Institutional (All Inpatient Services, PFTH, Basic Program)						
c. Total Processed						
d. Point of Service (POS) - Processed to Completion						
2. TOTAL PENDING END-OF-MONTH						
a. Claims Pending at TMA Direction						
3. Returned Claims						
REMARKS						
REPORT PREPARED BY		TELEPHONE NO.	DATE PREPARED			
REPORT APPROVED BY (AUTHORIZED OFFICER'S SIGNATURE)					DATE SUBMITTED TO TMA	

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Figure 1-3-A-3 TRICARE Contractor Monthly Cycle Time/Aging Report - Network, TMA Form 744 (Continued)

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TRICARE CONTRACTOR MONTHLY CYCLE TIME/AGING REPORT - NETWORK						
STATE/COUNTRY	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO. & YR)			
SECTION B: CORRESPONDENCE						
	TOTAL	1 - 10 Days	11 - 15 Days	16 - 30 Days	31 - 45 Days	Over 45 Days
1. PROCESSED TO COMPLETION						
a. Routine Correspondence						
b. Priority Correspondence						
c. Total Processed to Completion						
2. PENDING						
a. Routine Correspondence						
b. Priority Correspondence						
c. Total Pending						
SECTION C: EXPEDITED APPEALS						
	TOTAL	1 - 3 Days	4 - 7 Days	8 - 15 Days	16 - 30 Days	Over 30 Days
1. EXPEDITED APPEALS COMPLETED						
2. EXPEDITED APPEALS PENDING						
SECTION D: NONEXPEDITED MEDICAL NECESSITY APPEALS						
	TOTAL	1 - 15 Days	16 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days
1. NONEXPEDITED MEDICAL NECESSITY APPEALS COMPLETED						
2. NONEXPEDITED MEDICAL NECESSITY APPEALS PENDING						
SECTION E: NONEXPEDITED FACTUAL DETERMINATION APPEALS						
	TOTAL	1 - 15 Days	16 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days
1. NONEXPEDITED FACTUAL DETERMINATION APPEALS COMPLETED						
2. NONEXPEDITED FACTUAL DETERMINATION APPEALS PENDING						
SECTION F: GRIEVANCES						
	TOTAL	1 - 15 Days	16 - 30 Days	31 - 60 Days	Over 60 Days	
1. GRIEVANCES COMPLETED						
2. GRIEVANCES PENDING						
SECTION F. REMARKS						

Previous editions are obsolete

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Feb. 1999

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Figure 1-3-A-4 TRICARE Contractor Monthly Cycle Time/Aging Report - *Non-Network*, TMA Form 745

TRICARE CONTRACTOR MONTHLY CYCLE TIME/AGING REPORT - NON-NETWORK						
STATE/COUNTRY	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO. & YR)			
SECTION A: CLAIMS AND ADJUSTMENT CLAIMS						
WORKDAYS	TOTAL	1 - 10 Days	11 - 21 Days	22 - 30 Days	31 - 60 Days	Over 60 Days
1. PROCESSED TO COMPLETION						
a. Professional (All Outpatient Services, PPTH, Drugs)						
b. Institutional (All Inpatient Services, PPTH, Basic Program)						
c. Total Processed						
2. TOTAL PENDING END-OF-MONTH						
a. Claims Pended at TMA Direction						
3. Returned Claims						
REMARKS						
REPORT PREPARED BY		TELEPHONE NO.	DATE PREPARED			
REPORT APPROVED BY (AUTHORIZED OFFICER'S SIGNATURE)					DATE SUBMITTED TO TMA	

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Figure 1-3-A-4 TRICARE Contractor Monthly Cycle Time/Aging Report - *Non-Network*, TMA Form 745 (Continued)

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TRICARE CONTRACTOR MONTHLY CYCLE TIME/AGING REPORT - NON-NETWORK						
STATE/COUNTRY	CONTRACTOR NAME	CONTRACT NO.	REPORT PERIOD (MO. & YR)			
SECTION B: CORRESPONDENCE						
	TOTAL	1 - 10 Days	11 - 15 Days	16 - 30 Days	31 - 45 Days	Over 45 Days
1. PROCESSED TO COMPLETION						
a. Routine Correspondence						
b. Priority Correspondence						
c. Total Processed to Completion						
2. PENDING						
a. Routine Correspondence						
b. Priority Correspondence						
c. Total Pending						
SECTION C: EXPEDITED APPEALS						
	TOTAL	1 - 3 Days	4 - 7 Days	8 - 15 Days	16 - 30 Days	Over 30 Days
1. EXPEDITED APPEALS COMPLETED						
2. EXPEDITED APPEALS PENDING						
SECTION D: NONEXPEDITED MEDICAL NECESSITY APPEALS						
	TOTAL	1 - 15 Days	16 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days
1. NONEXPEDITED MEDICAL NECESSITY APPEALS COMPLETED						
2. NONEXPEDITED MEDICAL NECESSITY APPEALS PENDING						
SECTION E: NONEXPEDITED FACTUAL DETERMINATION APPEALS						
	TOTAL	1 - 15 Days	16 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days
1. NONEXPEDITED FACTUAL DETERMINATION APPEALS COMPLETED						
2. NONEXPEDITED FACTUAL DETERMINATION APPEALS PENDING						
SECTION E. REMARKS						

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