

GENERAL ADP REQUIREMENTS

1.0. GENERAL

1.1. The Automated Data Processing Manual defines the contractor's responsibilities related to automated processing of health care information, and transmission of relevant data between the contractor, TRICARE Management Activity (TMA), and DEERS. It covers three major categories of information flowing between the contractor and TMA: health care service information, provider information, and pricing information. For each of these categories it presents specifics of submission, record and data element specifications, editing requirements, and TMA reporting of detected errors to the contractor. Separate chapters are devoted to beneficiary eligibility verification procedures ([Chapter 9](#)) and PRO reporting specifications ([Chapter 10](#)) to be followed by the contractor.

1.2. This chapter addresses major functional and technical requirements related to the flow of health care related ADP information between the contractor and TMA. Health care service records as well as provider and pricing information must be submitted to TMA in electronic media. This information is essential to both the accounting and statistical needs of TMA in management of the TRICARE program and in required reports to Department of Defense, Congress, other governmental entities, and to the public. Technical requirements for the transmission of data between the contractor and TMA are presented in [Section 2](#). The requirements for submission of health care service records and resubmission of records are outlined in [Section 3](#), [Section 4](#) and [Section 5](#) address the TMA requirements related to submission and updating of provider and pricing information.

2.0. ADP REQUIREMENTS

It is the responsibility of the contractor to employ adequate hardware, software, personnel, procedures, controls, contingency plans and documentation to satisfy TMA data processing and reporting requirements. Items requiring special attention are listed below.

2.1. Backup System

2.1.1. Reliable backup for hardware, software, data files and personnel must be available to ensure continuous data processing when any of the listed primary components are not available for an extended period of time. These requirements can be satisfied by ensuring access to alternate hardware, regular backup procedures for application software and data files, and a backup plan of acquiring personnel in an emergency situation. All these measures must provide for timely recovery of data processing services following an interruption.

2.1.2. The contractor will conduct a test of the backup system within the first quarter of the initial health care delivery period and will continue to assure backup capabilities by

testing or reviewing the availability and capability of the backup ADP system to process the TRICARE data and produce the expected results. Review of the primary ADP system configuration with the backup ADP system must be done at least semiannually. The contractor's testing of the backup system will be done at least once a year.

2.1.3. The test in the first quarter and the annual test must include a representative sampling of at least four hundred (400) of the various health care records routinely processed by the contractor. If the test does not produce results which are equal to those achieved on the contractor's primary system, the contractor shall take immediate steps, and within ninety (90) days reestablish a backup ADP system acceptable to TMA. In all cases, the results of the review and/or test results will be reported to Contract Management Division, TMA, within fifteen (15) days of conclusion of the review or test.

2.2. Security

2.2.1. The contractor has the responsibility to ensure that TRICARE program records in its custody, whether in machine readable form or hardcopy, are protected from unlawful disclosure, fraud or embezzlement. The Privacy Act of 1974 requirements must be applied to production test and distribution of hardcopy reports, to labeling and mailing of magnetic tapes, to restrictions of online access to data files, and to destruction of reports and magnetic tapes. These records must be protected from malicious or inadvertent destruction, and also from loss due to natural disasters.

2.2.2. [OPM Part One, Chapter 1, Section V](#) outlines specific statutory requirements for control and/or release of information. The contractor, in processing TRICARE data, develops and maintains information files which fall within requirements of these laws. Control of access, either physically or electronically, to contractor's TRICARE program software, operational data files, documentation libraries and off-site storage areas must be limited to those persons with a legitimate need to access and use the information. All factors discussed above must form a basis for the contractor's security plan.