

TRICARE OVERSEAS PROGRAM (TOP) - LEAD AGENT REQUIREMENTS

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I. BACKGROUND

A major goal of TRICARE Overseas Program is to establish a uniform benefit program for all TRICARE Overseas Program beneficiaries to the greatest extent possible. Because local conditions vary, however, Lead Agents or their designees have the authority and responsibility to tailor some aspects of the TRICARE Overseas Program to the requirements of the specific overseas region. Managed Care Support (MCS) contracts reflect this situation, with a set of core requirements that are uniform world wide.

II. POLICY

In support of the TRICARE Overseas Program, the Lead Agents have the authority to seek contract support to satisfy TRICARE Overseas Program related requirements within their regions. The Lead Agents may contract directly for support services or include their requirements in the MCS contracts. Additionally, the Lead Agents or their designees are responsible for:

A. Educating the TRICARE Overseas eligible beneficiaries on the specific requirements/benefits of the TRICARE Overseas Program.

B. Enrollment of all TRICARE Overseas Program eligible beneficiaries into CHCS and DEERS.

C. Development of a TRICARE Overseas Preferred Provider Network and publication/maintenance of a TRICARE Overseas Preferred Provider Directory. See [Chapter 12, Section 11.2, Enclosure 1](#) for Sample of Lead Agent TOP Provider Agreement.

D. Timely notification to the contractor in writing of a provider designation/termination to the TRICARE Overseas Preferred Provider Network.

E. Maintenance of TRICARE Overseas Preferred Provider Network Agreements.

F. Timely submission every 30 days of a Network Provider Status Activity Report for the previous 60 days to the MCS contract responsible for TRICARE Overseas claims.

G. Serving as a primary contact to the contractor for enrollment and network issues.

- H. Serving as facilitator to the contractor when necessary on specific beneficiary/provider issues.
- I. Development, dissemination and updating of TRICARE Overseas Program marketing materials and enrollment cards.
- J. Authorizing authority for Point of Service Option (See [OPM Part Two, Chapter 22 Section II.](#), for procedures regarding Point of Service authorization/payment).
- K. Establishment, maintenance and oversight of all TRICARE Overseas Service Centers, and Health Care Finders.
- L. TOP Utilization Management and Quality Management.

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