

CHAPTER 12  
SECTION 5.1

TRICARE - UTILIZATION MANAGEMENT AND QUALITY  
MANAGEMENT

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I. POLICY

All care rendered in MTFs or by civilian providers under TRICARE is subject to Utilization Management and Quality Management practices adopted by the Department of Defense. For civilian care, these practices are spelled out in [32 CFR 199.4](#) and [32 CFR 199.15](#), and covered in detail in the [OPM Part Three, Chapter 3](#).

II. POLICY CONSIDERATIONS

The UM/QM criteria and review requirements for civilian care under TRICARE are generally outlined in [OPM Part Three, Chapter 3](#). An MTF Commander, or Lead Agent, may choose to have the MCS contractor conduct part or all of the UM/QM program on behalf of the MTF, but in such cases, the MTF Commander retains final decision authority. For additional information, see [OPM Part Three, Chapter 3](#) and [5](#).

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