

# Beneficiary and Provider Services

## I. INQUIRY SERVICES DEPARTMENT - GENERAL

### A. Objective of an Inquiry Service Department

Contractors shall make provision for an inquiry processing service which ensures that all inquiries about TRICARE received from TRICARE beneficiaries, providers, and other interested parties are processed in a timely and consistent manner and that information delivered about the program is accurate. The services department must be able to assist in settling TRICARE claims and to provide program information whether the inquiry is by telephone, letter, or walk-in. For inquiries regarding the Active Duty Claims Program, contractors shall follow the same procedures as outlined in [OPM Part Two, Chapter 1, Section IV.A.2.b.](#)

### B. Training of Service Representatives

All representatives must be knowledgeable people with a high level of communications skills. Access to claims history and all other necessary information is essential. Service representatives must be thoroughly trained in the areas outlined in [OPM Part One, Chapter 1, Administration](#). Special emphasis should be placed on medical terminology, all pertinent instructions and program benefit policies (including both standard TRICARE and TRICARE Prime) and how they are applied in processing, Privacy Act and information requirements, Freedom of Information Act, contractor claims processing system capabilities, and communication skills, and training in the identification and reporting of potential fraud and abuse situations. In addition, the telephone representatives need special training in telephone procedures, including any special instructions on the telephone system, listening for content, customer contact and courtesy, and time management, and training in the identification and reporting of potential fraud and abuse situations.





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