

ADMINISTRATION

SECTION	SUBJECT
1	ORGANIZATION OF THE TRICARE MANAGEMENT ACTIVITY (TMA)
2	CONTRACT ADMINISTRATION AND INSTRUCTIONS TO CONTRACTORS
	1.0. General
	2.0. TRICARE Manuals
	3.0. Letters
	4.0. Implementation Of Instructions
	5.0. Communications With TMA
	6.0. TMA-Required Meetings
	7.0. TMA Delegation Of Authority
3	TRICARE PROCESSING STANDARDS
	1.0. Timeliness And Quality Standards Of Performance
	2.0. Management
	3.0. Beneficiary And Provider Services
	4.0. Appeals
	5.0. Grievances
	6.0. Potential Duplicate Claim Resolution
4	MANAGEMENT
	1.0. General
	2.0. System Additions Or Enhancements
	3.0. Management Controls
	4.0. Quality Control
	5.0. Staff Training Program
	6.0. Internal Audits And Management Control Programs
5	COMPLIANCE WITH FEDERAL STATUTES
	1.0. General
	2.0. Freedom Of Information Act
	3.0. The Alcohol, Drug Abuse And Mental Health Administration Reorganization Act (ADAMHA)
	4.0. Privacy Act
	5.0. Title VI Of The Civil Rights Act Of 1964
	6.0. Section 504 Of The Rehabilitation Act Of 1973
	7.0. Health Insurance Portability And Accountability Act And DoD Privacy Regulation
	8.0. <i>Employee Training</i>

SECTION	SUBJECT
6	LEGAL MATTERS 1.0. Litigation 2.0. Subpoenas 3.0. Assignments Of Providers' Rights To Payment 4.0. Bankruptcy
7	FISCAL CONTROLS AND ACCESS TO RECORDS
8	TRANSITIONS 1.0. Contract Phase-In 2.0. Start-Up Requirements 3.0. Instructions For Benchmark Testing 4.0. Contract Phase-Out
ADDENDUM A	FIGURES FIGURE 1-A-1 Record Of Freedom Of Information (FOI) Processing Cost, DD Form 2086 <i>FIGURE 1-A-2 Data Breach Reporting</i> <i>FIGURE 1-A-3 Reporting Of Lost, Stolen, Or Compromised Personally Identifiable Information</i> <i>FIGURE 1-A-4 Plan Of Action And Milestones (POA&M) Template</i>