Chapter 11 Section 1

Education Requirements

The education of TRICARE beneficiaries, TRICARE providers, and Military Health System (MHS) staff and providers will be accomplished through a collaborative effort between the TRICARE Management Activity (TMA) Communications and Customer Service (C&CS) Directorate, the Managed Care Support Contractors (MCSCs), and other TRICARE contractors. This collaboration will ensure information and education about the TRICARE Program, policies, health care delivery requirements, and changes and/or addition to benefits are effectively provided. Educational activities include research and analysis to determine targeted audience and the provision of educational materials, and training programs and briefings in accordance with the Section 2. The Government will furnish all printed educational materials, except for regional providers. The MCSC and/or other TRICARE contractors will be responsible for the individual distribution of Government-furnished materials.

1.0 EDUCATION PLAN

The MCSC shall submit an annual education plan to inform and educate TRICARE beneficiaries, TRICARE and MHS staff, and providers on all aspects of TRICARE programs. C&Cs and the TRICARE Regional Office (TRO) will review the plan, and provide concurrence or appropriate feedback for recommended changes.

2.0 INTERFACE REQUIREMENTS

2.1 TMA C&CS will meet with each MCSC and TRICARE contractor within 60 calendar days after contract award to develop and establish a Memorandum of Understanding (MOU). The MOU will establish the review and approval process for annual education plans, and identify the TMA process for obtaining education materials. The MOU shall also address the ordering and bulk shipment of materials. The MOU shall be effective No Later Than (NLT) 30 days following the meeting between TMA C&CS and the contractor.

2.2 The contractor shall participate in monthly TRICARE beneficiary and provider education meetings. The contractor shall operate within a working group, comprised of the TROs education representatives, Outside the Continental United States (OCONUS) education representative and the TRICARE Beneficiary Publications Office/C&CS. As advisors, the contractors shall provide unique perspectives, ideas, and recommendations regarding the development and maintenance of TRICARE educational materials to the group. Educational materials include printed product, videos, DVDs and other collateral material that will be distributed to TRICARE beneficiaries and other stakeholders on behalf of the Government in support of the TRICARE program. The goal of the monthly meetings is to present status updates on production, address issues, and provide new information and new ideas for products and/or initiatives. All requests for educational materials shall be submitted by the contractor via the appropriate TRO for review and consideration. Approval shall be based on justification that supports the specific efforts of educating TRICARE beneficiaries about their health care plan, the achievement of a uniform image and consistency in

the provision of TRICARE Program information, and available funding. The contractor shall provide one primary and alternate representative for attendance and participation in the monthly meetings, to be held approximately 12 times per contract year in the Washington, DC area. Meetings may be attended via teleconference, video telecommunications, or in person, as directed by the Government.

3.0 REQUIRED EDUCATIONAL MATERIALS

The Government will furnish all printed educational materials. Materials developed by the Government and distributed in support of the TRICARE program will be selected on the basis of recommendations by contractors, program managers, the Services, TMA leadership and others with interests and concerns about the information being provided to TRICARE beneficiaries and other stakeholders. Materials are not limited to printed products and may include CDs, videos, DVDs and other collateral material. C&CS and the TROs will review all recommendations and will prioritize products in accordance with funding availability. The Government will have final approval authority. The MCS and/or other TRICARE contractors will be responsible for the distribution of Government-furnished materials to MHS beneficiaries. The Government will provide all enrollment materials for distribution by the MCSC to MHS beneficiaries. The enrollment form will be provided electronically.

4.0 DISSEMINATION OF INFORMATION

4.1 NLT 30 days prior to the start of health care delivery, and annually thereafter, the MCSC shall mail one TRICARE Handbook to all MHS beneficiary households in the region based on Defense Enrollment Eligibility Reporting System (DEERS) data. The MCSC shall furnish enrollment information and forms, network provider information, Health Care Finder (HCF) information, claims forms, claim completion instructions, the TRICARE Handbook, the Provider Handbook, DEERS information and other informational materials upon request to beneficiaries, sponsors, providers, and Congressional Offices. The MCSC shall establish and maintain effective communications with all beneficiaries (see Section 4). The MCSC shall forward to TMA/C&CS and the TMA Regional Director (RD) copies of informational bulletins and/or EOB stuffers mailed to beneficiaries.

4.2 Annually, the MCSC shall be responsible for all provider education, which may include producing and distributing an annual Provider Handbook, newsletters, and/or bulletins. Copies of all products distributed to providers, will be provided to TMA C&CS, Congressional offices, Beneficiary Counseling and Assistance Coordinators (BCACs), Debt Collection Assistance Officers (DCAOs), and Health Benefits Advisors (HBAs) in the region. The MCSC may use any method of distribution that ensures timely response by all providers. The Government reserves the right to evaluate the success of the MCSC provider relations effort via scientific surveys and other data collection efforts with the network providers.

4.3 The MCSC shall distribute quarterly newsletter to all TRICARE Prime enrollees, including active duty personnel, dual-eligible beneficiaries, congressional offices, and HBAs. The MCSC shall also distribute one Standard and one TRICARE For Life (TFL) annual newsletter to non-enrolled beneficiaries using information contained in DEERS or provided by beneficiaries. Newsletters will be no more than six double-sided pages in length (8½" x 11"). The MCSC may use any method of distribution that ensures timely response by all providers.

4.4 The TDEFIC contractor shall maintain a supply of beneficiary newsletters and bulletins. The TDEFIC contractor shall provide a copy of the most recent information to any interested beneficiary, upon request.

4.5 Materials developed by the Government and distributed in support of the TRICARE Program will be selected on the basis of recommendations by contractors, program managers, the Uniformed Services, TMA leadership and others with interests and concerns about the information being provided to TRICARE beneficiaries and other stakeholders. Materials are not limited to print products and may6 include DVDs, CDs, video and other collateral material. TMA C&CS and the TROs will review all recommendations and prioritize products in accordance with funding availability. TMA will have final approval authority.

5.0 ORDERING EDUCATION MATERIALS

Initial requests for desired educational materials shall be submitted in accordance with paragraph 2.2 to TMA C&CS during the development of the MOU after initial award of the MCS contract. Within 30 days of the request C&CS will host a meeting with the TRICARE Beneficiary Publication Committee. The contractor shall provide one representative for attendance and participation in the work group meeting to be held in the Washington, DC area. Meetings may be attended via teleconference, video telecommunications or in person, as directed by the Government. Requests for additionally designed educational materials not included in the initial request shall be submitted to TMA C&CS in accordance with paragraph 2.2. As stated, for each contract year, the committee will conduct one extensive meeting to determine the core educational materials to be developed for the following fiscal year. Contractors may be required by their TRO to participate in this extensive, possibly multi-day, meeting in Washington, DC area. Upon determination of the core products, MCSCs will submit request for copies required and delivery dates requested. The contractors shall provide TMA C&CS with a single Point Of Contact (POC) and address(es) for delivery of educational materials.

6.0 MEDICAL MANAGEMENT TRAINING

The contractor shall participate in Health Affairs (HA) sponsored medical management training as requested, to include coordination of training schedules and the development of the agenda and training materials. Each contractor will participate in two four-day training sessions per year in their respective region. The location of the training will be designated by HA.

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