Chapter 17 Addendum C

Service Point Of Contact (SPOC) Review For Authorization: Protocols And Procedures

1.0 INTERCONNECTIVITY BETWEEN THE CONTRACTOR AND MILITARY MEDICAL SUPPORT OFFICE (MMSO) (THE SPOC FOR ARMY, AIR FORCE, NAVY, MARINE CORPS AND COAST GUARD)

1.1 ADP Protocols

1.1.1 The contractor shall provide access for entry and edit of referrals into existing systems supporting this contract. The contractor shall propose one of the following access options:

- Government staff remotely, physically located in Great Lakes, IL, accessing the contractor's system, or
- Contractor staff remotely, physically located in Great Lakes, IL, accessing the contractor's system, and Government personnel performing a backup role in the event contractor personnel are unavailable.

1.1.2 For all referrals meeting the criteria for SPOC review, the contractor shall provide a status code indicating SPOC review is required.

1.1.3 The contractor shall create a standard management report for all pending referrals requiring SPOC review. The contractor shall propose a report design to MMSO for approval 30 days prior to health care delivery.

1.1.4 The contractor shall provide the capability to edit the status and entry of a 16 digit disposition code indicating if the referral was approved for civilian network treatment (see paragraph 1.2). This disposition code may be used during the claims adjudication process.

1.1.5 The contractor shall provide the logic to automatically approve the referral if the SPOC determination is not received within two work days of referral entry.

1.1.6 The contractor shall provide the telecommunications, hardware, and software necessary for data entry and report printing from the MMSO location. The contractor shall provide application training and support.

1.1.7 The contractor shall provide a data dictionary of available data elements to be sent to the MMSO automated information system. The contractor shall send all care referral records to the MMSO in a tab delimited data flat file. The method of transfer can be File Transfer Protocol (FTP) or an e-mail attachment.

1.1.8 The contractors shall provide the MMSO read only access to their subcontractor's claims history database. The contractors shall provide the necessary training to the MMSO staff in order to access the claims history database.

1.2 SPOC Referral Data

1.2.1 The format of the referral number shall be "DMISYYJJJNNNS" where:

1.2.1.1 "DMIS" = the DMIS ID Code of the issuing facility (5203 = MMSO);

1.2.1.2 "YY" = the last two digits of the year in which the referral number was issued;

1.2.1.3 "JJJ" = the Julian date on which the referral number was issued;

1.2.1.4 "NNN" = the Facility Sequence Number, i.e., the type of care to which MMSO is referring the Active Duty Service Member (ADSM):

- 001 through 400 indicates that MMSO is referring the ADSM for Acute Medical Care (the expiration date of the referral equals the issue date + 60 days)
- 401 through 600 indicates that MMSO is referring the ADSM for Chronic Medical Care (the expiration date of the referral equals the issue date + 180 days)
- 601 through 999 indicates that MMSO is referring the ADSM for Dental Care (the expiration date of the referral equals the issue date + 60 days).

Note: This element is for use by MMSO only; contractors do not process or pay dental claims (refer to Chapter 16, Addendum D).

1.2.1.5 "S" = Status (the type of provider)

- "C" = Civilian Care (refer to Chapter 16, Section 2, paragraph 5.3.1.2 for referral requirements)
- "M" = Military Care (medical Military Treatment Facility (MTF) or clinic)
- "V" = Veterans' Affairs (VA) Care (VA hospital or medical facility)

1.2.2 The format of the effective date is "YYYYMMDD" where:

- "YYYY" = the year in which the SPOC referral is effective;
- "MM" = the month in which the SPOC referral is effective; and
- "DD" = the day on which the SPOC referral is effective. A retroactive authorization is indicated by an effective date prior to the issue date.

1.2.3 The format of the expiration date is "YYYYMMDD" where:

- "YYYY" = the year in which the SPOC referral expires;
- "MM" = the month in which the SPOC referral expires; and
- "DD" = the day on which the SPOC referral expires.

1.3 Data Elements

The following data elements are the minimum elements required by MMSO for determining whether to authorize civilian care. The MMSO will return the data elements furnished by the contractor when responding to a request for authorization determination.

DATA ELEMENT	CONTRACTOR TO MMSO	MMSO TO CONTRACTOR
Patient Name	X	X
Patient's DOB	X	X
Patient's Sex	X	X
Contact Date (for retroactive authorizations)	X	X
ADSM SSN	X	X
ADSM Branch of Service	X	X
Duty Status	X	X
PCM Location Code	X	X
DMIS-ID	X	X
Contractor's Authorization Number	X	X
Effective Date of Authorization	X	X
SPOC Fitness-for-Duty Referral Number		X
Effective Date of SPOC Referral		X
Expiration Date of SPOC Referral		
Status of Authorization (may be imbedded number)		X
Number/Frequency of Services Requested for SPOC Referral	X	X
Diagnosis	X	X
Procedure Code Range	X	X
Type of Service	X	X
Place of Service	X	X

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