Chapter 24 Section 1

Administration

1.0 GENERAL

All TRICARE requirements regarding administration shall apply to the TRICARE Overseas Program (TOP) unless specifically waived or superseded by this section or the TRICARE contract for health care support services outside the 50 United States and the District of Columbia (hereinafter referred to as the "TOP contract"). See Chapter 1 for additional instructions regarding administration. Specific health care support services required for the performance of this contract are identified in this chapter, in the TRICARE Policy Manual (TPM), Chapter 12, and the TOP contract.

2.0 CONTRACT ADMINISTRATION AND INSTRUCTIONS TO CONTRACTOR

2.1 The provisions of Chapter 1, Section 2 are applicable to the TOP. Additionally, the TOP contractor shall coordinate with the TRICARE Management Activity (TMA) Contracting Officer (CO), the appropriate TMA Contracting Officer Representative (COR), and the appropriate TRICARE Area Office (TAO) Director on any TOP policy or contractual issue that requires additional government assistance to resolve.

2.2 The provisions of Chapter 1, Section 2, paragraph 4.0 are superseded as described in paragraphs 2.2.1 through 2.2.3.

2.2.1 A 14 calendar day notice will be provided by the TMA Procurement Contracting Officer (PCO) for all meetings hosted by TMA.

2.2.2 The TOP contractor shall provide annual representation at two contractor conferences (senior management level) and one Host Nation Provider Representative meeting at TMA. The contractor shall also provide up to four contractor representatives at up to four additional meetings at the direction of the CO per contract year.

2.2.3 The TOP contractor shall provide representation at quarterly TOP roundtable meetings to be held at TMA-Falls Church with TAO representation.

3.0 TRICARE PROCESSING STANDARDS

See Chapter 1, Section 3 for instructions regarding TRICARE processing standards.

4.0 MANAGEMENT

The provisions of Chapter 1, Section 4 are applicable to the TOP, except that the provisions of Chapter 1, Section 4, paragraph 2.3 regarding zip code files are only applicable to Puerto Rico.

5.0 COMPLIANCE WITH FEDERAL STATUTES

See Chapter 1, Section 5 for instructions regarding compliance with Federal statutes.

6.0 LEGAL MATTERS

See Chapter 1, Section 6 for instructions regarding legal matters.

7.0 TRANSITIONS -- CONTRACT PHASE-IN

7.1 Start-Up Plan

The provisions of Chapter 1, Section 7, paragraph 1.1 are applicable to the TOP, except that the contractor's comprehensive start-up plan shall be submitted with their contract proposal (instead of 10 calendar days following contract award). A revised start-up plan shall be submitted within 15 calendar days following the interface meetings.

7.2 Transition Specifications Meeting

See Chapter 1, Section 7, paragraph 1.2 for instructions regarding transition specification meeting(s). Separate meetings may be scheduled with each outgoing TOP contractor.

7.3 Interface Meetings

The provisions of Chapter 1, Section 7, paragraph 1.3 are applicable to the TOP, except that the requirement for interface meeting(s) with the outgoing Managed Care Support Contractor (MCSC) is replaced with a requirement for interface meetings with all outgoing overseas contractors. This includes the outgoing South Region MCSC (and its subcontractor for overseas claims processing), the outgoing TRICARE Global Remote Overseas (TGRO) contractor, the outgoing TRICARE Puerto Rico contractor, and all outgoing TAO regional enrollment/marketing contractors.

8.0 TRANSITIONS -- START-UP REQUIREMENTS

8.1 See Chapter 1, Section 7, paragraphs 2.1, 2.2, and 2.3 for instructions regarding start-up requirements. For purposes of TOP implementation, all references to TRICARE Prime in these paragraphs shall apply to TOP Prime and TOP Prime Remote.

8.2 Within 30 calendar days following contract award, all Military Treatment Facilities (MTFs) shall provide the TOP contractor with the names and addresses of host nation providers/facilities in the MTF's Preferred Provider Network (PPN). The TOP contractor is not required to duplicate existing networks.

8.3 See Chapter 1, Section 7, paragraphs 2.4.1 and 2.4.2 for instructions regarding Memorandums of Understanding (MOUs). In addition to the MOU requirements in these referenced paragraphs, the TOP contractor shall also execute an MOU with each TAO Director No Later Than (NLT) 60 calendar days prior to the start of health care delivery, with copies to the PCO and the COR within 10 calendar days following MOU execution.

8.4 See Chapter 1, Section 7, paragraphs 2.5 and 2.6 for instructions regarding phase-in of TRICARE enrollment and transfer of enrollment files. For purposes of TOP implementation, all references to TRICARE Prime in these paragraphs shall apply to TOP Prime and TOP Prime Remote.

8.5 The provisions of Chapter 1, Section 7, paragraph 2.7 are not applicable to the TOP, since there are no enrollment fees associated with TOP Prime or TOP Prime Remote.

8.6 See Chapter 1, Section 7, paragraph 2.8 for instructions regarding Health Care Finder (HCF) phase-in.

8.7 See Chapter 1, Section 7, paragraph 2.9 for instructions regarding TRICARE Service Center (TSC) phase-in.

8.8 The provisions of Chapter 1, Section 7, paragraph 2.10 are applicable to the TOP, except that the provisions of Chapter 1, Section 7, paragraph 2.10.4 are superseded by a requirement for the incoming contractor to cover non-obstetrical care for 90 days after the start of health care delivery under the incoming contract, in accordance with the outgoing contractor's existing practices and protocols, within the scope of the TRICARE program and applicable regulations or statutes. This transition period for prior authorizations and referrals is extended to one year for obstetrical care or any other condition for which a one-year authorization has been issued.

8.9 See Chapter 1, Section 7, paragraph 2.11 for instructions regarding contractor weekly status reporting.

8.10 The provisions of Chapter 1, Section 7, paragraph 2.12 are not applicable to the TOP. Instead, the TOP contractor shall prepare a mailing to the Resident Commissioners of Puerto Rico and the Northern Mariana Islands, and the Congressional representatives for American Samoa, Guam, and the U.S. Virgin Islands by the 45th calendar day prior to the start of health care delivery according to the specifications of the official transition schedule. This requirement supersedes the requirements outlined in Chapter 1, Section 7, paragraph 2.12. The proposed mailing shall be submitted to the TMA CO, TMA COR, TAO Directors, and the TMA Program Integration Office for approval NLT 90 calendar days prior to the start of health care delivery. The mailing shall discuss any unique processing requirements of the contractor and any other needed information dictated by the official transition schedule.

8.11 See Chapter 1, Section 7, paragraphs 2.13 and 2.14 for instructions regarding web-based services and applications and TRICARE Handbook mailings.

9.0 TRANSITIONS -- INSTRUCTIONS FOR BENCHMARK TESTING

See Chapter 1, Section 7, paragraph 3.0 for instructions regarding benchmark testing.

10.0 TRANSITIONS -- CONTRACT PHASE-OUT

The provisions of Chapter 1, Section 7, paragraph 4.0 are applicable to the TOP, except that the requirement in paragraph 4.4 for the outgoing contractor to process claims and adjustment for 120 days following cessation of health care delivery is waived for the TOP. The outgoing contractor is only required to process claims and adjustments received during it's period of service delivery. Processing of all claims shall be completed within 180 calendar days following the start of the incoming contractor's services delivery.

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