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HEALTH AGENCY

HPOS

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**CHANGE 110
6010.56-M
NOVEMBER 20, 2013**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
TRICARE OPERATIONS MANUAL (TOM), FEBRUARY 2008**

The TRICARE Management Activity has authorized the following addition(s)/revision(s).

CHANGE TITLE: ELIMINATION OF WALK-IN CUSTOMER SERVICE AT TRICARE SERVICE CENTERS

CONREQ: 16705

PAGE CHANGE(S): See pages 2 through 4.

SUMMARY OF CHANGE(S): This change eliminates the walk-in customer service provided at the TRICARE Service Centers (TSCs) located within the 50 United States. Due to the unique needs at our overseas installations, walk-in customer service will continue to be offered at the TSCs located overseas. No other customer service functions are affected, i.e., education, briefings, and Military Treatment Facility (MTF) Commander hours.

EFFECTIVE DATE: Upon direction of the Contracting Officer.

IMPLEMENTATION DATE: April 1, 2014.

This change is made in conjunction with Feb 2008 TPM, Change No. 100.

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