

Marketing, Enrollment, And Support Services

1.0 MARKETING

Enrollment in the TRICARE Prime Remote (TPR) Program is mandatory for Active Duty Service Members (ADSMs) who qualify for the program (see [Section 1, paragraph 2.0](#)); therefore, the Managed Care Support Contractor (MCSC) shall limit marketing activities for TPR-enrollees to distributing the marketing materials provided by the Government. The Regional Director (RD) will determine the initial supply of materials required and the MCSC shall forward materials to the TPR Program Units. The contractor shall include **enrollment request options (enrollment forms, Beneficiary Web Enrollment (BWE) transactions, and telephonic requests documented in the contractor's call center notes)**, for the TPR Program in the ADSM marketing materials.

2.0 ENROLLMENT

2.1 The RD will, on an as needed basis, but at least semi-annually, provide the contractor with an update to the TPR directory of units whose members are eligible for enrollment in the program according to [Section 1, paragraph 3.0](#).

2.2 An enrollment **request, as described above**, must be **submitted** by either the ADSM or the ADSM's unit commander for each ADSM enrolling in the TPR Program. The effective date for TPR Program enrollment is the date the ADSM or the ADSM's unit commander **submitted** the enrollment **request**.

2.3 ADSM enrollment in the TPR Program will be for the tour of duty. Enrollment transfers or disenrollments will occur upon change of duty location out of the region, transfer into an Military Treatment Facility (MTF)/clinic Prime Service Area (PSA), retirement, or separation from the service. The ADSM will be responsible for notifying the contractor when an enrollment transfer is needed. The contractor shall follow enrollment portability and transfer procedures in [Chapter 6, Section 2](#).

- An **official enrollment request** includes those with (1) an original signature, (2) an electronic signature offered by and collected by the contractor, (3) **a verbal consent provided via telephone and documented in the contractor's call notes**, or (4) a self attestation by the beneficiary when using the BWE system. An ADSM signature is not required to make enrollment changes using the Enrollment Portability process outlined in [Chapter 6, Section 2, paragraph 1.4](#). A signature is not required to complete **the enrollment** as enrollment in TPR is mandatory per [paragraph 1.0](#).

2.4 The contractor shall **record** the ADSM's **TPR enrollment** in the Defense Enrollment Eligibility Reporting System (DEERS) via DEERS Online Enrollment System (DOES). The TPR enrollment card is provided by Defense Manpower Data Center (DMDC). When processing TPR enrollment **requests** from ADSM Astronauts, the contractor shall not assign the astronauts to a network or other TRICARE authorized Primary Care Manager (PCM). The National Aeronautics and Space

Administration (NASA) providers shall provide primary care for the ADSM Astronauts and the contractor shall use the PCM (unassigned) procedure when enrolling ADSM Astronauts into the TPR program. The contractor shall coordinate referrals and authorizations from the NASA providers for TPR enrolled ADSM Astronauts in accordance with [Section 2, paragraph 5.2](#) and its subordinate paragraphs.

3.0 PRIMARY CARE MANAGER (PCM) ASSIGNMENT

At the time of enrollment, an ADSM will select (or will be assigned) a PCM in the local community, if available. An ADSM without an assigned PCM may use a local TRICARE-authorized provider for primary care.

4.0 EDUCATION

4.1 The Government will provide all education materials **unique** to the TPR Program. Educational issues include the PCM concept (and what procedures to follow when a network PCM is not assigned), how to access care in and out of the area using the contractor, how to access specialty care through the contractor and Service Point of Contact (SPOC), and information on filing medical claims.

4.2 The Government will provide all TPR enrollees with information about how to obtain self-care manuals. The contractor shall give ADSMs and their family members the option of participating in health promotion and wellness programs offered in MTF PSAs.

4.3 Educational activities in the TPR Program areas shall involve the joint efforts of the service unit of the ADSM, the SPOCs, the Service Medical Departments, the RD, and the contractor. The contractor shall distribute TMA-supplied educational materials unique to the TPR Program. The contractor is responsible for postage, envelopes, and mailing costs for distributing educational material.

5.0 The contractor shall include TPR Program information and updates as part of all TRICARE briefings. The contractor may propose alternative methods for supplying educational information to ADSMs eligible to enroll in the TPR Program.

6.0 SUPPORT SERVICES

6.1 General

The requirements and standards in [Chapters 1 and 11](#), apply to the TPR Program unless otherwise stated in this chapter.

6.2 Inquiries

6.2.1 The contractor shall designate a point of contact for Government (RD, TRICARE Management Activity (TMA), and Uniformed Service) inquiries related to the TPR Program. The contractor may establish a dedicated unit for responding to inquiries about the TPR Program and the Supplemental Health Care Program (SHCP). The contractor shall respond to all inquiries--written, telephone, walk-in (**overseas only**), etc.-- that are not related to dental care or to SPOC reviews of medical care. The contractor shall forward all inquiries that specifically address dental

care or SPOC review of medical care to the active duty dental claims processor or the TPR enrollee's SPOC for response. The requirements and standards in [Chapter 1, Section 3](#), apply to TPR inquiries.

6.3 Toll-Free Telephone Service

The contractor shall provide toll-free telephone access for TPR Program beneficiary inquiries. This toll-free access may also serve the SHCP beneficiaries. See [Chapter 1, Section 3](#) for telephone standards. The contractor shall handle provider inquiries through the contractor's provider inquiry system.

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