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TRICARE
MANAGEMENT ACTIVITY

OD

CHANGE 37
6010.56-M
MARCH 3, 2011

**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: TRICARE OVERSEAS PROGRAM (TOP) CLARIFICATIONS

CONREQ: 15189

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): This change incorporates multiple changes that are applicable to the TOP. Specifically, the obsolete term "TRICARE Area Office (TAO)-Europe" is replaced with "TAO-Eurasia Africa"; reimbursement policies for Germany and Japan are revised; and balneotherapy (therapeutic mud baths) are specifically excluded unless the Government determines that there are no other therapies available in that country.

EFFECTIVE DATE: Upon direction of the Contracting Officer.

IMPLEMENTATION DATE: April 1, 2011.

This change is made in conjunction with Feb 2008 TPM, Change No. 41.

Reta M. Michak
Director, Operations Division

ATTACHMENT(S): 2 PAGES
DISTRIBUTION: 6010.56-M

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REMOVE PAGE(S)

CHAPTER 24

Section 11, pages 5 and 6

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Section 11, pages 5 and 6

5.2 In addition to the beneficiary education requirements outlined in [Chapter 11, Sections 1 and 2](#), the TOP contractor may be required to conduct beneficiary education/enrollment activities for arriving/deploying units in accordance with the enrollment protocols established in the Memorandum of Understanding (MOU) between the TOP contractor and the MTFs.

5.3 In addition to the requirements outlined in [Chapter 11, Section 2](#), all beneficiary satisfaction activities (including beneficiary surveys conducted in accordance with [Chapter 11, Section 2](#)) shall be coordinated with the three TAOs to achieve a coordinated, uniform approach to Department of Defense (DoD) customer services overseas.

5.4 The TOP contractor shall maintain up-to-date lists of host nation network providers, and shall make this information available at all TOP TSCs and via web-based access. Web-based network provider listings shall include information regarding authorization requirements that are applicable to TOP enrollees.

5.5 The TOP contractor's beneficiary education plan shall address their process for educating TOP beneficiaries regarding care received in the 50 United States and the District of Columbia. At a minimum, this process shall include information regarding referrals/authorizations while stateside, TOP POS policy, and the recommended process for accessing care while stateside. TOP beneficiaries traveling stateside shall be encouraged to utilize MTF care whenever possible. If MTF care is not available, beneficiaries should be encouraged to seek care from a network provider before obtaining care from a non-network provider.

5.6 The requirement for a quarterly three-day TRICARE training course, as outlined in [Chapter 11, Section 2, paragraph 1.1](#), is superseded for the TOP contractor by a requirement for a total of six three-day TRICARE training courses per contract option period (two per option period within the TRICARE Eurasia-Africa area; two within the TRICARE Pacific area; and two within the TRICARE Latin America/Canada (TLAC) area).

Note: Only the frequency requirements of [Chapter 11, Section 2, paragraph 1.1](#) are superseded; all other requirements of the referenced paragraph apply to the TOP contractor.

6.0 PROVIDER SERVICES

6.1 The TOP contractor shall ensure that all host nation network providers and their support staff have sufficient understanding of the applicable TRICARE program requirements, policies, and procedures to allow them to carry out the requirements of this contract in an efficient and effective manner that promotes beneficiary satisfaction.

6.2 The TOP contractor shall have the responsibility for developing and delivering TRICARE Program information to host nation providers. The contractor shall determine the requirements for printed products and will develop and deliver these products after obtaining approval from the government. The information in these products will generally be determined by the contractor based on their understanding of the needs of their network providers; however, the government may mandate the inclusion of certain topics or information.

6.3 Provider education materials shall include information regarding claims processing procedures, claims submission deadlines, and normal claims processing time lines.

TRICARE Operations Manual 6010.56-M, February 1, 2008

Chapter 24, Section 11

Beneficiary And Provider Services (BPS)

6.4 The government shall ensure provider satisfaction with contractor-provided information by conducting random satisfaction surveys of select network providers.

7.0 GRIEVANCES AND GRIEVANCE PROCESSING

The TOP contractor shall process all grievances related to contractor personnel or contractor actions. The contractor shall also process all grievances related to network or non-network host nation providers or institutions, with a copy provided to the TMA COR and the appropriate TAO.

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