



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS

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TRICARE  
MANAGEMENT ACTIVITY

OD

CHANGE 43  
6010.56-M  
MARCH 28, 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:** URGENT CARE REFERRALS HEALTH CARE FINDER (HCF) PILOT

**CONREQ:** 15213

**PAGE CHANGE(S):** See page 2.

**SUMMARY OF CHANGE(S):** The purpose of this change is to direct that the Managed Care Support Contractors (MCSCs) through HCF functionality, to receive and accept calls directly from eligible Military Treatment Facility (MTF) enrollees requesting authorization for urgent/emergent care which has not been MTF-referred due to after hours or out-of-area scenarios for three MTFs from each region (one from each Service).

**EFFECTIVE DATE:** May 1, 2011.

**IMPLEMENTATION DATE:** Upon direction of the Contracting Officer.

  
**Reta M. Michak**  
Director, Operations Division

**ATTACHMENT(S):** 38 PAGES  
**DISTRIBUTION:** 6010.56-M

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**REMOVE PAGE(S)**

**CHAPTER 8**

Section 5, pages 1 through 6

**APPENDIX A**

pages 1 through 30

**INSERT PAGE(S)**

Section 5, pages 1 through 8

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