

Chapter 11

Beneficiary And Provider Services (BPS)

Section/Addendum	Subject/Addendum Title
1	Education Requirements
2	Government Staff And Beneficiary Education
3	TRICARE Service Centers (TSCs)
4	Beneficiary, Congressional, Media, Beneficiary Counselling and Assistance Coordinator (BCAC), Debt Collection Assistance Officer (DCAO), And Health Benefit Advisor (HBA) Relations
5	Inquiry Services Department - General
6	Correspondence Control, Processing, And Appraisal
7	Telephone Inquiries
8	Allowable Charge Reviews
9	Grievances And Grievance Processing
10	Collection Actions Against Beneficiaries
A	TRICARE Logo
Figure 11.A-1	General Information And Guidelines For The Use Of The National TRICARE Logo

