



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS

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TRICARE  
MANAGEMENT ACTIVITY

OD

CHANGE 63  
6010.56-M  
NOVEMBER 29, 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: EDUCATION REQUIREMENTS**

**CONREQ: 15471**

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

**SUMMARY OF CHANGE(S):** This change removes language regarding the requirement to mail a welcome package to Military Health System (MHS) beneficiary households based on Defense Eligibility Enrollment Reporting System (DEERS) data, no later than 30 days prior to start of health care delivery. It also eliminates the requirement to distribute an annual TRICARE For Life (TFL) newsletter.

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

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

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

**CHANGE 63**  
**6010.56-M**  
**NOVEMBER 29, 2011**

**REMOVE PAGE(S)**

**CHAPTER 11**

Section 1, pages 1 and 2

**INSERT PAGE(S)**

Section 1, pages 1 and 2

## Education Requirements

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The education of TRICARE beneficiaries, TRICARE providers, and Military Health System (MHS) staff and providers will be accomplished through a collaborative effort between the TRICARE Management Activity (TMA) Communications and Customer Service (C&CS) Directorate, the Managed Care Support Contractors (MCSCs), and other TRICARE contractors. This collaboration will ensure information and education about the TRICARE Program, policies, health care delivery requirements, and changes and/or addition to benefits are effectively provided. Educational activities include research and analysis to determine targeted audience and the provision of educational materials, and training programs and briefings in accordance with the [Section 2](#). The Government will furnish all printed educational materials, except for regional providers. The MCSC and/or other TRICARE contractors will be responsible for the individual distribution of Government-furnished materials.

### 1.0 EDUCATION PLAN

The MCSC shall submit an annual education plan to inform and educate TRICARE beneficiaries, TRICARE and MHS staff, and providers on all aspects of TRICARE programs. C&Cs and the TRICARE Regional Office (TRO) will review the plan, and provide concurrence or appropriate feedback for recommended changes.

### 2.0 INTERFACE REQUIREMENTS

**2.1** TMA C&CS will meet with each MCSC and TRICARE contractor within 60 calendar days after contract award to develop and establish a Memorandum of Understanding (MOU). The MOU will establish the review and approval process for annual education plans, and identify the TMA process for obtaining education materials. The MOU shall also address the ordering and bulk shipment of materials. The MOU shall be effective No Later Than (NLT) 30 days following the meeting between TMA C&CS and the contractor.

**2.2** The MCSC shall participate in monthly TRICARE beneficiary and provider **workgroup** meetings, comprised of the TROs **marketing** representatives, **OCONUS marketing** representative and the TRICARE Beneficiary Publications Office/C&CS. As advisors, the contractors shall provide unique perspectives, ideas, and recommendations regarding the development and maintenance of TRICARE educational materials to the group. The goal of the monthly meetings is to present status updates on production, address issues, and provide new information and **propose** new ideas for products and/or initiatives. All requests for **marketing and** educational materials shall be submitted by the contractor via the appropriate TRO for review and consideration. Approval shall be based on justification that supports a uniform image and consistency in the provision of TRICARE Program information, and available funding. The contractor shall provide a primary and alternate representative for attendance and participation in the monthly meetings, to be held approximately 12 times per contract year in the Washington, DC area. Meetings may be attended via teleconference, video telecommunications, or in person, as directed by the Government.

### 3.0 REQUIRED EDUCATIONAL MATERIALS

The Government will furnish all **beneficiary** educational materials **which may include printed and electronic media**. Materials developed by the Government and distributed in support of the TRICARE program will be selected on the basis of recommendations by contractors, program managers, the Services, TMA leadership and others with interests and concerns about the information being provided to TRICARE beneficiaries and other stakeholders. C&CS and the TROs will review all recommendations and will prioritize products in accordance with funding availability. **TMA/C&CS** will have final approval authority. The MCS and/or other TRICARE contractors will be responsible for the distribution of Government-furnished materials to MHS beneficiaries. The Government will provide all enrollment materials for distribution by the MCSC to MHS beneficiaries. The enrollment form will be provided electronically.

### 4.0 DISSEMINATION OF INFORMATION

**4.1** The MCSC shall **distribute TRICARE information using effective methods that ensure timely delivery and receipt** to all MHS beneficiary households in the region based on Defense Enrollment Eligibility Reporting System (DEERS) data. **See Exhibit B, Contract Data Requirements List (CDRL), DD Form 1423, P050 for the Marketing and Education Plan. In addition, the MCSC shall be required to do a mailing pertaining to a benefit update, within the contract period, to all eligible beneficiary households.** The MCSC shall furnish enrollment information and forms, network provider information, Health Care Finder (HCF) information, claims forms, claim completion instructions, the TRICARE Handbook, DEERS information and other informational materials upon request to beneficiaries, providers, and **congressional offices**. The MCSC shall establish and maintain effective communications with all beneficiaries (see [Section 4](#)).

**4.2** Annually, the MCSC shall be responsible for all provider education, which may include producing and distributing an annual Provider Handbook, newsletters, and/or bulletins. The MCSC may use any method of distribution that ensures timely **receipt** by all providers. **Copies of TRICARE educational materials distributed to providers will be provided to the TMA Regional Director (RD), TMA C&CS, and congressional offices.** The Government reserves the right to evaluate the success of the MCSC provider relations effort via scientific surveys and other data collection efforts with the network providers.

**4.3** The MCSC shall distribute **a** quarterly newsletter to all TRICARE Prime enrollees, including active duty personnel, dual-eligible beneficiaries, congressional offices, and **Health Benefits Advisors (HBAs)**. The MCSC shall also distribute **an annual TRICARE Standard** newsletter to **beneficiaries not enrolled in Prime** using information contained in DEERS or provided by beneficiaries. Newsletters will **generally** be no more than six double-sided pages in length (8½" x 11"). **The MCSC shall not modify the content or length of the beneficiary newsletter prior to distribution.** The MCSC may use any method of distribution that ensures timely delivery **and receipt** to all recipients.

**4.4** The TDEFIC contractor shall maintain a supply of **TRICARE For Life (TFL) beneficiary educational materials**. The TDEFIC contractor shall provide a copy of the most recent information upon request.