

Contractor Relationship With The Military Health System (MHS) TRICARE Quality Monitoring Contractor (TQMC)

1.0 The TRICARE Quality Monitoring Contractor (TQMC) conducts reviews to validate the appropriateness of the contractor's quality of care and utilization review decisions. The Managed Care Support Contractors (MCSCs), Designated Providers (DPs), and the TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) contractor shall transmit copies of the medical record and all case documentation to the TQMC for each case or category of case requested by the TQMC. The estimated number of cases (including inpatient and outpatient care) to be selected on a monthly basis will vary depending upon the health care region involved and the case selection criteria. The estimated quantities per region could range from 300 to 630 cases per month for the MCSCs, 10 to 30 cases per month for the DPs, and 100 to 200 cases per month for TDEFIC.

2.0 The MCSCs, DPs, and TDEFIC contractor shall transmit 95% of the requested records to the TQMC within 45 calendar days and 98% within 60 calendar days from the date the MCSCs, DPs, and TDEFIC contractor receive the request for records from the TQMC. Records to be transmitted shall include the complete medical record, the MCSC's, DP's, and TDEFIC contractor's utilization review decision, rationale for that decision, and quality of care determinations. The MCSCs, DPs, and TDEFIC contractor shall forward a monthly Contractors Records Accountability Report by the 10th day of the month following the month being reported (see Contract Data Requirements Lists (CDRLs) for Contractor Records Accountability Reporting requirements).

3.0 The MCSCs, DPs, and the TDEFIC contractor shall provide the appropriate TRICARE Regional Office (TRO)/Designated Provider Program Office (DPPO) and TDEFIC Contracting Officer's Representative (COR) written responses to all TQMC findings within 45 calendar days of receipt of the TQMC Monthly Findings Report. The MCSC's, DP's, and TDEFIC contractor's responses shall state agreement, partial agreement, or nonconcurrency with each discrepancy found by the TQMC, and include supporting rationale, and proposed follow-up actions to address the issues (see contract CDRLs for reporting requirements).

4.0 At the direction of the TRICARE Management Activity (TMA) Healthcare Operations Division (HCO), the MCSCs, DPs, and TDEFIC contractor shall attend two face-to-face meetings annually, of one to two days duration, at a location chosen by HCO. Additionally, contractors shall participate in two teleconference meetings not to exceed one day per meeting.

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