

Index

Revision:

A	CHAP	SEC/ADD
Active Duty Dental Care In Remote Overseas Locations	24	10
Administration Management	1	4
Allowable Charge Reviews	11	7
Ambulance/Aeromedical Evacuation Services	24	7
Appeal Of Factual (Non-Medical Necessity) Determinations	12	5
Appeals And Hearings		
Figures	12	A
General	12	1
TRICARE Overseas Program (TOP)	24	13
Appeals Of Medical Necessity Determinations	12	4
Application Of Deductible And Cost-Sharing	8	7
Audits, Inspections, Reports, And Plans	24	15

B	CHAP	SEC/ADD
Beneficiary Education and Support (BE&S)	24	11
Beneficiary, Congressional, Media, BCAC, and DCAO Relations	11	3

C	CHAP	SEC/ADD
Case Development And Action	13	3
Claim Development	8	6
Claim Refund And Collection Procedures	3	3
Claims Adjustments And Recoupments		
Figures	10	A
General	10	1
Claims Filing Deadline	8	3
Claims Processing For TRICARE Dual Eligibles	20	3

C (CONTINUED)	CHAP	SEC/ADD
Claims Processing Procedures		
Figures	8	A
General	8	1
TRICARE Overseas Program (TOP)	24	9
Clinical Preventive Services (Prime/Standard)	24	8
Clinical Quality Management Program (CQMP)	7	4
Clinical Support Agreement (CSA) Program	15	3
Collection Actions Against Beneficiaries	11	9
Compliance With Federal Statutes	1	5
Comprehensive Autism Care		
Demonstration	18	4
Participation Agreement	18	A
Continued Health Care Benefit Program (CHCBP)		
Eligibility And Coverage	26	1
TRICARE Overseas Program (TOP)	24	25
Contract Administration And Instructions	1	2
Contract Data Requirements Lists (CDRLs), Plans And Access	14	1
Contractor Relationships With The Military Health System (MHS) TRICARE Quality Management Contract (TQMC) Contractor	7	3
Contractor Responsibilities - Supplemental Health Care Program (SHCP)	17	3
Contractor Responsibilities And Reimbursement - TPR	16	4
Controls, Education, and Conflicts of Interest	13	2
Correspondence Control, Processing, And Appraisal	11	5

TRICARE Operations Manual 6010.59-M, April 1, 2015

Index

N	CHAP	SEC/ADD	R (CONTINUED)	CHAP	SEC/ADD
Network Development	5	1	Reserve Component Health Coverage Plans		
			Figures	22	A
			TRICARE Reserve Select (TRS)	22	1
			TRICARE Retired Reserve (TRR)	22	2
			Resource Sharing	15	2
O	CHAP	SEC/ADD	S	CHAP	SEC/ADD
Organization of the Defense Health Agency (DHA)	1	1	Signature Requirements	8	4
Other TRICARE Dual Eligibles Contract Requirements			Special Reports	14	2
TDEFIC	20	4	Specified Authorization Staff (SAS) Review For Authorization	17	B
Out-Of-Jurisdiction Claims - TPharm	23	2	Split Enrollment	6	3
Overpayments Recovery			Stale Dated, Voided, Or Returned Checks	3	4
Financially Underwritten Funds	10	3	Supplemental Health Care Program (SHCP)		
Non-Financially Underwritten Funds	10	4	General	17	1
			Points Of Contact (POC)	17	A
			Specified Authorization Staff (SAS) Review For Authorization Protocols And Procedures	17	B
			TRICARE Overseas Program (TOP)	24	26
P	CHAP	SEC/ADD	T	CHAP	SEC/ADD
Paper Record Transfer Procedures	9	A	Telephone Inquiries	11	6
Patient Rights	7	A	Third Party Recovery Claims	10	5
Payments To Beneficiaries/Providers	3	2	Transferring Records	9	5
Pharmacy Claims Processing	23	3	Transitional Assistance Management Program (TAMP)	24	24
Preauthorizations	7	2	Transitions		
Privacy And Security Of Protected Health Information (PHI)	19	3	Critical Processes (CPs)		
Program Integrity			Claims Processing	2	8
Figures	13	A	Customer Service	2	5
General	13	1	Enrollment	2	4
Reports	13	4	Management-Military Treatment Facilities (MTFs)/Enhanced Multi-Service Markets (eMSMs)	2	6
TRICARE Overseas Program (TOP)	24	14	Medical Management	2	9
Provider Certification And Credentialing			Provider Networks	2	3
Figures	4	A	Referral Management	2	7
General	4	1	Management and Administration	2	1
Provider Exclusions, Terminations, And Suspension of Claims Processing	13	5	Other Requirements	2	10
Provider Reinstatements	13	6	Systems Development	2	2
Providers Of Care	17	2	TRICARE Alaska	21	1
Purchased Care Sector Providers	24	4	TRICARE Area Office (TAO) Director/ MTF And Contractor Interfaces	24	16
R	CHAP	SEC/ADD			
Reconsideration Procedures	12	3			
Record Series Subject And Description Of Government Records	9	2			
Records Management					
General	2	1			
TRICARE Overseas Program (TOP)	24	2			
Referrals/Preauthorizations/ Authorizations	8	5			
Reports, Special	14	2			

TRICARE Operations Manual 6010.59-M, April 1, 2015

Index

T (CONTINUED)	CHAP	SEC/ADD	T (CONTINUED)	CHAP	SEC/ADD
TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC)			TRICARE Prime Remote For Active Duty Family Member (TPRADFM) Program	16	6
Claims Processing For TRICARE Dual Eligibles	20	3	TRICARE Processing Standards	1	3
Contractor Transition	20	5	TRICARE Reserve Select (TRS)	22	1
General	20	1	TRICARE Retired Reserve (TRR)	22	2
Jurisdiction	20	2	TRICARE Young Adult (TYA)	25	1
Other Contract Requirements	20	4			
TRICARE Logo	11	A			
TRICARE Overseas Program (TOP)			U	CHAP	SEC/ADD
Administration	24	1	Underpayments	10	2
Audits, Inspections, Reports, And Plans	24	15	Utilization Management (MM)	7	1
Continued Health Care Benefit Program (CHCBP)	24	25			
Eligibility And Enrollment	24	5	- END -		
Figures	24	30			
Financial Administration	24	3			
Medical Management	24	6			
Partnership Program	24	29			
Point Of Contact (POC) Program	24	12			
Prime Program	24	17			
Prime Remote Program	24	18			
Records Management	24	2			
Standard	24	19			
Supplemental Health Care Program (SHCP)					
TRICARE For Life (TFL)	24	20			
TRICARE Plus	24	22			
TRICARE Reserve Select (TRS)	24	21			
TRICARE Retired Reserve (TRR)	24	21			
TRICARE Pharmacy (TPharm)					
Claims Processing	23	3			
General	23	1			
Other Contract Requirements	23	4			
Out-Of-Jurisdiction Claims	23	2			
Transition	23	5			
TRICARE Plus	6	4			
TRICARE Prime Enrollment Portability	6	2			
TRICARE Prime Enrollment Processing	6	1			
TRICARE Prime Remote (TPR) Program					
General	16	1			
Points Of Contacts	16	A			
Reports	16	5			
Specified Authorization Staff (SAS) Review					
Protocols And Procedures	16	B			
TPRADFM Program	16	6			