

System Implementation And Operational Requirements

Revision:

This section describes implementation requirements for the Duplicate Claims System (DCS). It also defines policies and procedures for the operation of the system. For transition requirements related to this section, see the TRICARE Operations Manual (TOM), [Chapter 2](#).

1.0 SYSTEM COMPONENTS

The DCS is a web-based application operating as a customized graphical user interface. The application runs under Microsoft® Internet Explorer (MSIE) in accordance with [Chapter 1, Section 1.1](#).

2.0 SOFTWARE REQUIREMENTS

2.1 Optional Software

Contractors may, at their own option and expense, procure and utilize full version database management software packages such as Microsoft Access®, dBase®, Paradox For Windows®, etc., on the DCS PCs for the purpose of generating customized queries and reports utilizing optionally downloaded ASCII fixed length files that can be created by the DCS. Downloaded ASCII fixed length files may also be imported into Microsoft Excel®.

2.2 Security Requirements

2.2.1 Security procedures require that all contractors identify a Security Manager to be responsible for overseeing the DCS registration process. DCS registration involves the submission of one security document, for each user, which may be copied from this chapter or obtained through the Help Desk. The one document is: TRICARE DCS Account Activation Request Form. Each DCS user must complete and sign the required form(s).

2.2.2 In order to access the DCS, users must obtain a Common Access Card (CAC) from the Defense Health Agency (DHA). CACs will be issued following receipt and processing of properly completed registration and security forms. Contractor users shall provide the required information, and submit the completed form to their DCS Security Manager for signature and transmittal to DHA.

2.2.3 DCS data must be encrypted. Encryption specifications will be provided by DHA. See [Chapter 1](#) for additional security and communications requirements.

2.3 Registration And Security

Each individual user must complete and sign Government provided security and access forms

prior to be granted DCS access.

3.0 CONNECTIVITY

Connectivity will be through the Internet to the PEPR Portal via MSIE, Version 5.5, 6.0, or 7.0, or as directed by the Government.

4.0 SYSTEM SUPPORT

For DCS support, contractors shall file a problem ticket with the **MHS Help Desk at 1-800-600-9332**, then follow the prompts to the DCS.

5.0 OPERATING PROCEDURES

5.1 For each regional contract for which a contractor is responsible, or for the TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC), the contractor shall develop internal operating procedures for the DCS. These internal operating procedures shall designate the responsible areas for the various duplicate claims resolution functions and establish time lines. For example, one contractor may decide that the adjustment unit shall be responsible for scanning the DCS on a weekly basis for the appearance of adjustments submitted and for closing sets. Another contractor may decide that the unit responsible for researching potential duplicate claims should also be responsible for scanning for adjustments and closing the sets on a daily basis.

5.2 Contractor contract requirements for overpayment recovery, refunds and offsets, adjustments, etc., including timeliness requirements, apply to the operation of the DCS. As a result, operating procedures must be developed which are consistent with all applicable contract requirements. Procedures must be established to ensure that recoupments are initiated in a timely manner following the research determination that a duplicate payment had been made. In other words, procedures must specify that after a decision has been made by the person responsible for determining that a duplicate payment was made, recoupment must be initiated in a timely manner and must be consistent with all overpayment recovery timeliness standards.

5.3 Contractors shall develop these procedures within 60 days of the date of system implementation and have them available for DHA review.

6.0 CONTRACTOR PERFORMANCE REQUIREMENTS

6.1 Contractors shall use the TRICARE DCS to resolve DHA identified potential duplicate claims payments.

6.2 Contractors shall move *Open* status potential duplicate claim sets to *Pending*, *Validate*, or *Closed* status on a first-in/first-out basis. To this end, contractor performance will be measured against the percentage of claim sets in *Open* status at the end of a month with Current Load Dates over 30 days old. No more than 10% of the potential duplicate claim sets remaining in *Open* status at the end of a month shall have Current Load Dates over 30 days old. Contractor compliance with this standard shall be determined from the Performance Standard Report generated by the DCS (see [Addendum C](#), Summary Management Report titled "Performance Standards", for a description and example of the Performance Standard Report). The 10% standard becomes effective on the first day of the seventh month following the start of services or following system installation whichever is later.

TRICARE Systems Manual 7950.3-M, April 1, 2015
Chapter 4, Section 1.8
System Implementation And Operational Requirements

6.3 Contractors shall not be responsible for meeting the performance standard during any month in which availability of the DCS is prevented for two working days due to failure of any system component for which the Government is responsible. The Government is responsible for: DHA servers on which the DCS data resides; Government-supplied communications lines, if any; Government-supplied routers, if any; Government-supplied Channel Sending Unit (CSU)/Data Sending Unit (DSU) equipment that connect the routers to the communication lines, if any; and the DCS application software.

6.4 All overpayment recovery, refund, offset collection and adjustment requirements, including timeliness standards, are applicable to the operation of the DCS.

- END -

