



DEFENSE  
HEALTH AGENCY

**MB&RO**

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
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**CHANGE 100  
6010.57-M  
NOVEMBER 20, 2013**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL  
FOR  
TRICARE POLICY MANUAL (TPM), FEBRUARY 2008**

The TRICARE Management Activity has authorized the following addition(s)/revision(s).

**CHANGE TITLE: ELIMINATION OF WALK-IN CUSTOMER SERVICE AT TRICARE SERVICE CENTERS**

**CONREQ: 16705**

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

**SUMMARY OF CHANGE(S):** This change eliminates the walk-in customer service provided at the TRICARE Service Centers (TSCs) located within the 50 United States. Due to the unique needs at our overseas installations, walk-in customer service will continue to be offered at all of the TSCs located overseas. No other customer service functions are affected, i.e., education, briefings, and Military Treatment Facility (MTF) Commander hours.

**EFFECTIVE DATE: November 15, 2013.**

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

**This change is made in conjunction with Feb 2008 TOM, Change No. 110.**

**FAZZINI.ANN.NO  
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**ATTACHMENT(S): 9 PAGE(S)  
DISTRIBUTION: 6010.57-M**

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**REMOVE PAGE(S)**

**CHAPTER 7**

Section 24.1, pages 3 and 4

**CHAPTER 10**

Section 4.1, pages 5 and 6

Section 9.1, pages 1 and 2

**APPENDIX A**

pages 31 through 33

**INSERT PAGE(S)**

Section 24.1, pages 3 and 4

Section 4.1, pages 5 and 6

Section 9.1, pages 1 and 2

pages 31 through 33