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TRICARE
MANAGEMENT ACTIVITY

MB&RB

**CHANGE 69
6010.57-M
JUNE 8, 2012**

**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: MAIL DELIVERY QUALITY CODE (MDQC)

CONREQ: 15806

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): This change revises the referenced Manuals to require use of the Mail Delivery Quality Code (MDQC) when processing returned mail or verifying addresses. An updated MDQC will prevent mailings to the beneficiary such as enrollment cards and letters. The MDQC field automatically resets whenever the address is updated.

EFFECTIVE AND IMPLEMENTATION DATE: Upon direction of the Contracting Officer.

This change is made in conjunction with Feb 2008 TOM, Change No. 79 and Feb 2008 TSM, Change No. 40.

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**ATTACHMENT(S): 11 PAGE(S)
DISTRIBUTION: 6010.57-M**

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CHAPTER 10

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3.3.1.2 In Survivor status shall have their Transitional Survivor status reinstated and shall remain in Transitional Survivor status in accordance with [paragraph 3.2](#). The HCP (e.g., Prime, Standard, etc.) that the beneficiary was in as a Survivor shall continue to apply and will be carried over when the status is changed to Transitional Survivor until such time the beneficiary elects to choose another plan.

3.3.1.3 In Survivor status and who have since lost TRICARE eligibility shall have their Transitional Survivor status end date changed to the date they lost eligibility for TRICARE. The HCP (e.g., Prime, Standard, etc.) that the beneficiary was in as a Survivor shall also be applied to the period of Transitional Survivor status.

3.3.2 Refunds - General

3.3.2.1 The contractor shall process refunds of enrollment fees proactively.

3.3.2.2 The contractor shall reprocess claims either based on proactive contact with the beneficiary, upon the beneficiary's request, or when contacted by a beneficiary's parent or legal guardian.

3.3.2.3 The contractor shall confirm the beneficiary's mailing address before mailing any refunds. **If the contractor uses DEERS to determine an address and it is determined that the mailing address is invalid, it shall not be used. Invalid addresses are noted by an updated Mail Delivery Quality Code (MDQC), which indicates that mail is undeliverable to that address. See the TRICARE Systems Manual (TSM), Chapter 3, Section 1.4, paragraph 1.3.1, Addresses.**

3.3.2.4 A letter will be sent to beneficiaries affected by changes found in Section 715, NDAA FY 2006. The letter will advise them of the extended Transitional Survivor time frames and will direct them to contact the contractor for further information. Once contacted by the beneficiary or beneficiary's parent or legal guardian, the contractor shall assist the beneficiary with actions necessary in order to correctly reprocess claims in accordance with this policy.

3.3.3 Refunds - Enrollment Fees

3.3.3.1 Upon contact by a beneficiary, beneficiary's parent, or legal guardian or when the contractor initiates contact with those due a refund of enrollment fees, the contractor shall issue an enrollment fee refund for all individuals described in [paragraphs 3.3.1.2](#) and [3.3.1.3](#).

3.3.3.2 Since the Prime Health Care Delivery **Program** (HCDP) that the beneficiary was in during the Survivor status shall be carried over and applied during the Transitional Survivor status, refunds are necessary. Refunds shall be:

3.3.3.2.1 The difference between Prime enrollment fee for family versus Prime enrollment fee for individual (if a spouse was enrolled); or

3.3.3.2.2 Refund of all applicable enrollment fees (if a spouse was not enrolled).

3.3.3.3 The contractor shall include a written explanation, with any applicable refund of enrollment fees.

3.3.4 Refunds - Claims

3.3.4.1 The contractor shall reprocess claims and issue refunds to the family for those individuals described in [paragraphs 3.3.1.2](#) and [3.3.1.3](#). Since the HCDP (e.g., Prime, Standard, etc.) that the beneficiary was in as a Survivor shall be carried over and applied during the Transitional Survivor status, refunds shall be the difference between any retiree payment rates the beneficiary may have paid and the active duty payment rates that now apply. For example, those Survivors who were in TRICARE Standard and had paid retiree cost-shares for covered care may now be entitled to refunds of the difference between Standard retiree cost-shares and active duty dependent cost-shares.

3.3.4.2 Waiver of timely filing. [32 CFR 199.7\(d\)\(2\)\(i\)\(A\)](#) permits an exception for the timely filing waiver of claims in the event of retroactive eligibility. Consequently, timely filing waivers apply to those whose status is changed from Survivor to Transitional Survivor.

3.3.5 Refunds - PFPWD/ECHO

3.3.5.1 Upon request, contractors shall reprocess Survivor Basic Program claims that otherwise would have been processed as Program For Persons With Disabilities (PFPWD) claims had Transitional Survivor status been in effect at the time the benefit was received and will issue appropriate refunds.

3.3.5.2 Upon request, contractors shall reprocess denied Survivor Basic Program claims that otherwise would have been processed as PFPWD claims had Transitional Survivor status been in effect at the time the benefit was received and will issue appropriate refunds.

3.3.5.3 The contractor shall assist those Transitional Survivors who are otherwise eligible for the Extended Care Health Option (ECHO) to register in ECHO. Contractors will also reprocess claims for services or items that were previously denied and claims for services or items that were not previously submitted because the beneficiary was not eligible for ECHO due to his/her Survivor status at the time such services or items were received by the beneficiary.

3.3.5.4 For the purpose of [paragraphs 3.3.5.1](#), [3.3.5.2](#), and [3.3.5.3](#) contractors shall waive the requirement for prior authorization of a PFPWD benefit and the requirement for the "Public Facility Use Certification." For the purpose of [paragraph 3.3.5.3](#), contractors shall waive the ECHO requirement that the beneficiary demonstrate enrollment in the Exceptional Family Member Program (EFMP).

3.3.5.5 Claims processing under [paragraphs 3.3.5.1](#), [3.3.5.2](#), and [3.3.5.3](#), shall be done in accordance with the claims adjustment policies in effect at the time the claim was originally processed. In no case will reprocessing result in a greater cost-share to the sponsor/beneficiary than what was determined when the claims were originally processed.

3.4 Prime Enrollment

3.4.1 Transitional Survivors shall retain eligibility to enroll in TRICARE Prime, TRICARE Prime Remote Active Duty Family Member (TPRADFM), and TRICARE Overseas Program (TOP) Prime at the ADFM payment rate and shall receive the ADFM health care benefit. For Overseas enrollments, see the TRICARE Operations Manual (TOM), [Chapter 24, Section 5](#).

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Transitional Survivor Status And Survivor Status

3.4.2 Survivors are eligible to enroll in TRICARE Prime at retiree payment rates. TPRADFM and TOP Prime are not available to Survivors and Survivors are covered by TRICARE Standard.

3.4.3 Prime enrollment rules and policies found in [Section 2.1](#), [Chapter 12](#), and TOM, [Chapter 24](#) shall apply.

3.5 Benefits

3.5.1 Transitional Survivors receive the same TRICARE benefits that are available to ADFMs subject to any exclusions. This includes those TRICARE benefits that are restricted to ADFMs such as, but not limited to, hearing aids and eye examinations.

3.5.2 Survivors receive the same TRICARE benefits that are available to retirees.

3.6 ECHO

3.6.1 Transitional Survivors may register in the ECHO program subject to all ECHO rules and policies. See [Chapter 9, Section 2.1](#) for further information on ECHO eligibility.

3.6.2 Survivors are excluded from the ECHO registration. This is because the ECHO is not available to retirees and Survivors are treated as retirees.

3.7 Payment Rates (e.g., catastrophic cap, cost-shares, copayments, deductibles, etc.)

3.7.1 Transitional Survivors. Payment rates are the same as ADFM payment rates for their respective HCP (Standard, Extra, Prime, TPRADFM, etc.). See the TOM, [Chapter 24, Section 7](#), and the TRICARE Reimbursement Manual (TRM), [Chapter 2, Sections 1](#) and [2](#).

3.7.2 Survivors. Payment rates are the same as retiree payment rates for their respective HCP (Standard, Extra, Prime, etc.). See the TOM, [Chapter 24, Section 7](#) and the TRM, [Chapter 2, Sections 1](#) and [2](#).

4.0 LIMITATION

TRICARE Dental Program (TDP) which has its own statutory provision regarding Transitional Survivors and is found at 10 USC 1076a(k). The TDP has a three year Transitional Survivor benefit.

5.0 EFFECTIVE DATE

With respect to deaths that occur on or after October 7, 2001.

- END -

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Appendix A

Acronyms And Abbreviations

KO	Contracting Officer
LAA	Limited Access Authorization
LAC	Local Agency Check
LAK	Lymphokine-Activated Killer
LAN	Local Area Network
LASER	Light Amplification by Stimulated Emission of Radiation
LCF	Long-term Care Facility
LCIS	Lobular Carcinoma In Situ
LDL	Low Density Lipoprotein
LDLT	Living Donor Liver Transplantation
LDR	Low Dose Rate
LLLT	Low Level Laser Therapy
LNT	Lexical Neighborhood Test
LOC	Letter of Consent
LOD	Letter of Denial/Revocation Line of Duty
LOI	Letter of Intent
LOS	Length-of-Stay
LOT	Life Orientation Test
LPN	Licensed Practical Nurse
LSIL	Low-grade Squamous Intraepithelial Lesion
LSN	Location Storage Number
LTC	Long-Term Care
LUPA	Low Utilization Payment Adjustment
LV	Left Ventricle [Ventricular]
LVEF	Left Ventricular Ejection Fraction
LVN	Licensed Vocational Nurse
LVRS	Lung Volume Reduction Surgery
MAC	Maximum Allowable Charge Maximum Allowable Cost
MAC III	Mission Assurance Category III
MAID	Maximum Allowable Inpatient Day
MB&RB	Medical Benefits and Reimbursement Branch
MBI	Molecular Breast Imaging
MCIO	Military Criminal Investigation Organization
MCS	Managed Care Support
MCSC	Managed Care Support Contractor
MCSS	Managed Care Support Services
MCTDP	Myelomeningocele Clinical Trial Demonstration Protocol
MD	Doctor of Medicine
MDI	Mental Developmental Index Multiple Daily Injection
MDQC	Mail Delivery Quality Code

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MDR	MHS Data Repository
MDS	Minimum Data Set
MEB	Medical Evaluation Board
MEC	Marketing and Education Committee
MEI	Medicare Economic Index
MEPS	Military Entrance Processing Station
MEPRS	Medical Expense Performance Reporting System
MET	Microcurrent Electrical Therapy
MFCC	Marriage and Family Counseling Center
MGCRB	Medicare Geographic Classification Review Board
MGIB	Montgomery GI Bill
MH	Mental Health
MHO	Medical Holdover
MHS	Military Health System
MHSO	Managing Health Services Organization
MHSS	Military Health Services System
MI	Myocardial Infarction
MI&L	Manpower, Installations, and Logistics
MIA	Missing In Action
MIAP	Multi-Host Internet Access Portal
MIDCAB	Minimally Invasive Direct Coronary Artery Bypass
MIRE	Monochromatic Infrared Energy
MLNT	Multisyllabic Lexical Neighborhood Test
MMA	Medicare Modernization Act
MMEA	Medicare and Medicaid Extenders Act (of 2010)
MMP	Medical Management Program
MMSO	Military Medical Support Office
MMWR	Morbidity and Mortality Weekly Report
MNR	Medical Necessity Report
MOA	Memorandum of Agreement
MOH	Medal Of Honor
MOMS	Management of Myelomeningocele Study
MOP	Mail Order Pharmacy
MOU	Memorandum of Understanding
MPI	Master Patient Index
MR	Magnetic Resonance Medical Review Mentally Retarded
MRA	Magnetic Resonance Angiography
MRHFP	Medicare Rural Hospital Flexibility Program
MRI	Magnetic Resonance Imaging
MRPU	Medical Retention Processing Unit

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MS	Microsoft®
MSA	Metropolitan Statistical Area
MSC	Military Sealift Command
MSIE	Microsoft® Internet Explorer
MSP	Medicare Secondary Payer
MST	Mountain Standard Time
MSUD	Maple Syrup Urine Disease
MSW	Masters of Social Work Medical Social Worker
MT	Mountain Time
MTF	Military Treatment Facility
MUE	Medically Unlikely Edits
MV	Multivisceral (transplant)
MVS	Multiple Virtual Storage
MWR	Morale, Welfare, and Recreation
N/A	Not Applicable
N/D	No Default
NAC	National Agency Check
NACI	National Agency Check Plus Written Inquiries
NACLC	National Agency Check with Law Enforcement and Credit
NADFM	Non-Active Duty Family Member
NARA	National Archives and Records Administration
NAS	Naval Air Station Non-Availability Statement
NATO	North Atlantic Treaty Organization
NAVMED	Naval Medical (Form)
NBCC	National Board of Certified Counselors
NCCI	National Correct Coding Initiatives
NCE	National Counselor Examination
NCF	National Conversion Factor
NCI	National Cancer Institute
NCMHCE	National Clinical Mental Health Counselor Examination
NCPAP	Nasal Continuous Positive Airway Pressure
NCPDP	National Council of Prescription Drug Program
NCQA	National Committee for Quality Assurance
NCVHS	National Committee on Vital and Health Statistics
NDAA	National Defense Authorization Act
NDC	National Drug Code
NDMS	National Disaster Medical System
NED	National Enrollment Database
NETT	National Emphysema Treatment Trial
NF	Nursing Facility

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NG	National Guard
NGPL	No Government Pay List
NHLBI	National Heart, Lung and Blood Institute
NHSC	National Health Service Corps
NICHHD	National Institute of Child Health and Human Development
NIH	National Institutes of Health
NII	Networks and Information Integration
NIPRNET	Nonsecure Internet Protocol Router Network
NIS	Naval Investigative Service
NISPOM	National Industrial Security Program Operating Manual
NIST	National Institute of Standards and Technology
NLT	No Later Than
NMA	Non-Medical Attendant
NMES	Neuromuscular Electrical Stimulation
NMOP	National Mail Order Pharmacy
NMR	Nuclear Magnetic Resonance
NMT	Nurse Massage Therapist
NOAA	National Oceanic and Atmospheric Administration
NoPP	Notice of Private Practices
NOSCASTC	National Operating Standard Cost as a Share of Total Costs
NP	Nurse Practitioner
NPDB	National Practitioner Data Bank
NPI	National Provider Identifier
NPPES	National Plan and Provider Enumeration System
NPR	Notice of Program Reimbursement
NPS	Naval Postgraduate School
NPWT	Negative Pressure Wound Therapy
NQF	National Quality Forum
NRC	Nuclear Regulatory Commission
NRS	Non-Routine [Medical] Supply
NSDSMEP	National Standards for Diabetes Self-Management Education Programs
NSF	Non-Sufficient Funds
NTIS	National Technical Information Service
NUBC	National Uniform Billing Committee
NUCC	National Uniform Claims Committee
O/ATIC	Operations/Advanced Technology Integration Center
OA	Office of Administration
OAE	Otoacoustic Emissions
OASD(HA)	Office of the Assistant Secretary of Defense (Health Affairs)
OASD (H&E)	Office of the Assistant Secretary of Defense (Health and Environment)
OASD (MI&L)	Office of the Assistant Secretary of Defense (Manpower, Installations, and Logistics)

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OASIS	Outcome and Assessment Information Set
OB/GYN	Obstetrician/Gynecologist
OBRA	Omnibus Budget Reconciliation Act
OCE	Outpatient Code Editor
OCHAMPUS	Office of Civilian Health and Medical Program of the Uniformed Services
OCMO	Office of the Chief Medical Officer
OCONUS	Outside of the Continental United States
OCR	Office of Civil Rights
OCSP	Organizational Corporate Services Provider
OCT	Optical Coherence Tomograph
OD	Optical Disk
OF	Optional Form
OGC	Office of General Counsel
OGC-AC	Office of General Counsel-Appeals, Hearings & Claims Collection Division
OGP	Other Government Program
OHI	Other Health Insurance
OHS	Office of Homeland Security
OIG	Office of Inspector General
OMB	Office of Management and Budget
OP/NSP	Operation/Non-Surgical Procedure
OPD	Outpatient Department
OPM	Office of Personnel Management
OPPS	Outpatient Prospective Payment System
OR	Operating Room
OSA	Obstructive Sleep Apnea
OSAS	Obstructive Sleep Apnea Syndrome
OSD	Office of the Secretary of Defense
OSHA	Occupational Safety and Health Act
OSS	Office of Strategic Services
OT	Occupational Therapy (Therapist)
OTC	Over-The-Counter
OUSD	Office of the Undersecretary of Defense
OUSD (P&R)	Office of the Undersecretary of Defense (Personnel and Readiness)
P/O	Prosthetic and Orthotics
P&T	Pharmacy And Therapeutics (Committee)
PA	Physician Assistant
PACAB	Port Access Coronary Artery Bypass
PACO ₂	Partial Pressure of Carbon Dioxide
PAO ₂	Partial Pressure of Oxygen
PAK	Pancreas After Kidney (transplant)
PAP	Papanicolaou
PAT	Performance Assessment Tracking

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PatID	Patient Identifier
PAVM	Pulmonary Arteriovenous Malformation
PBM	Pharmacy Benefit Manager
PC	Peritoneal Carcinomatosis Personal Computer Professional Component
PCA	Patient Controlled Analgesia
PCDIS	Purchased Care Detail Information System
PCI	Percutaneous Coronary Intervention
PCM	Primary Care Manager
PCMBN	PCM By Name
PCMRA	PCM Research Application
PCMRS	PCM Panel Reassignment (Application) PCM Reassignment System
PCO	Procurement (Procuring) Contracting Officer
PCP	Primary Care Physician Primary Care Provider
PCS	Permanent Change of Station
PCSIB	Purchased Care Systems Integration Branch
PD	Passport Division
PDA	Patent Ductus Arteriosus Personal Digital Assistant
PDD	Percutaneous (or Plasma) Disc Decompression
PDDBI	Pervasive Developmental Disorders Behavior Inventory
PDDNOS	Pervasive Developmental Disorder Not Otherwise Specified
PDF	Portable Document Format
PDI	Potentially Disqualifying Information
PDQ	Physicians's Data Query
PDR	Person Data Repository
PDS	Person Demographics Service
PDTS	Pharmacy Data Transaction System
PDX	Principal Diagnosis
PE	Physical Examination
PEC	Pharmacoeconomic Center
PEP	Partial Episode Payment
PEPR	Patient Encounter Processing and Reporting
PERMS	Provider Education and Relations Management System
PET	Positron Emission Tomography
PFCRA	Program Fraud Civil Remedies Act
PFP	Partnership For Peace
PPPWD	Program for Persons with Disabilities
Phen-Fen	Pondimin and Redux
PHI	Protected Health Information

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PHIMT	Protected Health Information Management Tool
PHP	Partial Hospitalization Program
PHS	Public Health Service
PI	Program Integrity (Office)
PIA	Privacy Impact Assessment (Online)
PIC	Personnel Investigation Center
PIE	Pulsed Irrigation Evacuation
PIN	Personnel Identification Number
PIP	Personal Injury Protection Personnel Identity Protection
PIRFT	Percutaneous Intradiscal Radiofrequency Thermocoagulation (PIRFT)
PIT	PCM Information Transfer
PIV	Personal Identity Verification
PK	Public Key
PKE	Public Key Enabling
PKI	Public Key Infrastructure
PKU	Phenylketonuria
PLS	Preschool Language Scales
PM-DRG	Pediatric Modified-Diagnosis Related Group
PMPM	Per Member Per Month
PMR	Percutaneous Myocardial Laser Revascularization
PNET	Primitive Neuroectodermal Tumors
PNT	Policy Notification Transaction
POA	Power of Attorney Present On Admission
POA&M	Plan of Action and Milestones
POC	Pharmacy Operations Center Plan of Care Point of Contact
POL	May 1996 TRICARE/CHAMPUS Policy Manual 6010.47-M
POS	Point of Sale (Pharmacy only) Point of Service Public Official's Statement
POV	Privately Owned Vehicle
PPACA	Patient Protection and Affordable Care Act
PPD	Per Patient Day
PPN	Preferred Provider Network
PPO	Preferred Provider Organization
PPP	Purchasing Power Parity
PPS	Prospective Payment System Ports, Protocols and Services
PPSM	Ports, Protocols, and Service Management
PPV	Pneumococcal Polysaccharide Vaccine

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PQI	Potential Quality Indicator Potential Quality Issue
PR	Periodic Reinvestigation
PRC	Program Review Committee
PRFA	Percutaneous Radiofrequency Ablation
PRG	Peer Review Group
PRO	Peer Review Organization
ProDUR	Prospective Drug Utilization Review
PROM	Programmable Read-Only Memory
PRP	Personnel Reliability Program
PRPP	Pharmacy Redesign Pilot Project
PSA	Prime Service Area Physician Scarcity Area
PSAB	Personnel Security Appeals Board
PSCT	Peripheral Stem Cell Transplantation
PSD	Personnel Security Division
PSG	Polysomnography
PSI	Personnel Security Investigation
PST	Pacific Standard Time
PT	Pacific Time Physical Therapist Physical Therapy Prothrombin Time
PTA	Pancreas Transplant Alone Percutaneous Transluminal Angioplasty
PTC	Processed To Completion
PTCA	Percutaneous Transluminal Coronary Angioplasty
PTK	Phototherapeutic Keratectomy
PTNS	Posterior Tibial Nerve Stimulation
PTSD	Post-Traumatic Stress Disorder
PVCs	Premature Ventricular Contractions
QA	Quality Assurance
QC	Quality Control
QI	Quality Improvement Quality Issue
QII	Quality Improvement Initiative
QIO	Quality Improvement Organization
QIP	Quality Improvement Program
QLE	Qualifying Life Event
QM	Quality Management
QUIG	Quality Indicator Group
RA	Radiofrequency Annuloplasty Remittance Advice