

TRICARE Area Office (TAO) Director/Military Treatment Facility (MTF) And Contractor Interfaces

1.0 GENERAL

All TRICARE requirements regarding government/contractor interfaces shall apply to the TRICARE Overseas Program (TOP) unless specifically waived or superseded by the provisions of this section or the TRICARE contract for health care support services outside the 50 United States and District of Columbia (hereinafter referred to as the "TOP contract"). See [Chapter 15](#) for additional instructions. For purposes of TOP implementation, all references to TRICARE Prime in this chapter shall apply to TOP Prime and TOP Prime Remote, all references to Regional Directors (RDs) shall apply to TRICARE Area Office (TAO) Directors, and all references to Managed Care Support Contractors (MCSCs) shall apply to the TOP contractor.

2.0 GOVERNMENT/CONTRACTOR RESPONSIBILITIES

2.1 The Memorandum of Understanding (MOU) requirements outlined in [Chapter 15, Section 1](#) are applicable to the TOP. The TOP contractor shall enter into a Memorandum of Understanding (MOU) with each TAO Director to address region-specific issues and procedures, and with each Military Treatment Facility (MTF) commander to address local issues and procedures. MTFs with oversight/control of subordinate military clinics (a parent/child Defense Medical Information System (DMIS) relationship) shall be addressed in a single MOU between the parent MTF and the contractor. The model MOU in [Chapter 15, Addendum A](#) may be used as a guide for the development of TOP MOUs.

2.2 MOUs shall identify MTF hours/days of operation, to include any holiday or training days, and other unique issues regarding MTF operation (e.g., inclement weather procedures). The MTFs shall ensure that the MOU is updated as changes occur.

2.3 MOUs shall include a process for ongoing, regular communication between TAOs, MTFs, and the contractor regarding anticipated changes that may affect health care delivery for TOP beneficiaries (e.g., deployments, increase/decrease in MTF capacity and capabilities, change in troop strength/number of command sponsored family member billets, etc.).

2.4 The provisions of [Chapter 15, Sections 2 and 3](#) are not applicable to the TOP.

2.5 The TOP contractor shall immediately notify the TAO Directors and TRICARE Management Activity (TMA) of any changes to telephone and fax numbers.

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