

TRICARE Service Centers (TSCs)

1.0 LOCATION AND OPERATIONS

TRICARE Service Centers (TSCs) shall be established at each Military Treatment Facility (MTF). If space provided at an MTF is not sufficient, the contractor shall be responsible for obtaining any additional space. TSCs located in an MTF shall be operated, at a minimum, Monday through Friday (except Federal holidays) during the administrative hours of the facility. The Managed Care Support Contractor (MCSC) shall staff all TSCs on a full-time basis with qualified personnel capable of performing all functions of the TSC, and be responsible for its operations. The TSC shall meet the standards in [Chapter 1, Section 3](#), as applicable. The contractor shall provide all furniture, equipment, supplies, telephone services, etc., required at each TSC regardless of where it is located.

2.0 TSC FUNCTIONS

2.1 The contractor shall establish TSCs to provide all **Military Health System (MHS)** beneficiaries with information and services as specified below. The contractor shall ensure eligibility for care and enrollment status of beneficiaries before making any arrangements for medical services. TSCs shall have an interface with the automated claims processing and enrollment systems to support the functions of the TSC No Later Than (NLT) 30 calendar days prior to the start of the health care delivery.

2.2 The contractor shall establish TSCs that provide all MHS beneficiaries with enrollment information, access to and referral for care, information on the Point of Service (POS) option, information (including on-line access to the claims processing system for information about the status of a claim), assist beneficiaries with claim problems when the MCSC is responsible for processing the claim and continuity-of-care services to all MHS beneficiaries including, but not limited to, active duty personnel, dependents of active duty personnel, retirees and their dependents, survivors, Medicare-eligible beneficiaries and all other categories of individuals eligible to receive MHS services. Based on the Memorandum of Understanding (MOU) provisions between the MTF Commander and the MCSC, the MCSC shall ensure effective operation of the TSCs to reflect the provisions in [Chapter 15, Section 1, paragraph 1.0](#). TSCs shall have a fully operational, on-line interface with the automated claims processing and enrollment systems to support the functions of the TSC NLT 30 calendar days prior to the start of the health care delivery and shall maintain that interface through the life of the contract. The activities of the TSC shall include:

2.2.1 MHS Beneficiary Information

TSCs shall provide personal assistance to all MHS beneficiaries seeking information about TRICARE Prime, TRICARE Extra, TRICARE Standard and TRICARE For Life (TFL). The MCSC shall ensure that the TSCs are supplied with enrollment and educational information for TRICARE Prime, Extra, and Standard, dual-eligible program and claims submission information, **Civilian Health and**

Medical Program of the Department of Veteran Affairs (CHAMPVA) TRICARE dental programs and all other relevant materials. Through the TSCs, the MCSC shall establish mechanisms to advise beneficiaries of care options, including the POS option, and services offered.

2.2.2 Continuity Of Care

TSCs shall act as the focal point for providing information, referral, and assistance to beneficiaries seeking access to TRICARE services. The TSCs shall maintain day-to-day liaison with MTF officials to promote MTF optimization and ensure effective performance of the access, referral, information, and continuity of care functions.

2.2.3 Enrollment

TSCs shall provide personal assistance to eligible beneficiaries electing to enroll or disenroll, and permanently assigned active duty personnel enrolling in TRICARE Prime. The TSC shall provide assistance to all MHS beneficiaries, including active duty, Medicare eligibles, and others, in understanding program requirements, by answering questions, adhering to MTF Commanders' and Regional Directors' (RDs') determinations for Primary Care Manager (PCM) assignment, and following grievance and inquiry procedures in accordance with this chapter.

2.2.4 TSCs shall maintain up-to-date lists of the providers in the contractor's network. MTF commanders, RDs, and MHS beneficiaries shall be granted access to these lists on an as-needed basis.

2.2.5 TSCs shall provide lists of Direct Care (DC) PCMs to RDs and MHS beneficiaries when required for PCM selection, if these lists are provided to the TSC by the MTF.

2.2.6 TSCs shall assist all TRICARE beneficiaries with all claims issues when the MCSC is responsible for processing the claim. When the MCSC is not responsible for processing the claim, the TSC shall assist the beneficiary in identifying and contacting the organization that is responsible for processing the claim.

2.2.7 If requested by the MTF Commander, the contractor shall place a suggestion box in the TSC at a location recommended by the MTF Commander. Copies of the suggestions or comments received in the suggestion box shall be furnished to the MTF Commander when requested.

2.2.8 TRICARE Dental Program (TDP) Information

2.2.8.1 TSCs shall provide information on eligibility for the TDP and on how to obtain dental information from the TDP contractor. Active duty members and their families shall be informed of their possible eligibility, handed a TDP brochure containing enrollment and coverage details, and provided the following:

The TDP is for active duty families, Selected Reserve and IRR members, and their family members

If you are interested in enrolling your dependents in the TDP, please contact United Concordia Companies, Inc. (UCCI), to receive information on what dental benefits are covered, procedures for enrolling your family, and the amount of the enrollment fees. The Health Benefit Advisor (HBA) can also assist you with

information about your coverage and with choosing a dentist. Enrolling in the dental program is voluntary, and enrollments will be accomplished by UCCI.

You may write to UCCI:

United Concordia
TDP Customer Service
P.O. Box 69410
Harrisburg, PA 17106-9410

Or call:

1-800-866-8499 (toll-free)
Sunday 7:00 pm through Friday 8:00 pm Eastern Time

2.2.8.2 MCSCs shall obtain a supply of brochures for each TSC from UCCI. UCCI will furnish the brochures at no cost to the contractor. The Point of Contact (POC) for the initial supply of brochures is: Director, Contract Administration, UCCI (1-717-260-7166). Subsequent orders shall be handled according to arrangements made by the contractor and UCCI.

2.3 Creating And Updating Department of Defense (DoD) Self-Service Logon (DS Logon) Accounts

DoD affiliates and Department of Veterans Affairs (DVA) affiliates qualify for a DS Logon account. A DS Logon is a secure, self-service logon ID that allows DoD/DVA affiliates to access certain web sites using a single username and password. DoD/DVA affiliates qualify for a DS Logon account. DoD/DVA affiliates are DoD sponsors, spouses (regardless of age), and dependents (18 and older), and retirees and veterans who have an active affiliation in the Defense Enrollment Eligibility Reporting System (DEERS), which includes Reserve Component (RC) sponsors (including all subcomponents such as the Selected Reserve, Retired Reserve, Individual Ready Reserve (IRR), and Standby Reserve) along with their spouses, and dependents (18 and older). The DoD Self-Service Access Station (DS Access Station) is an online web application developed by the Defense Manpower Data Center (DMDC) for the purpose of creating DS Logon account requests on behalf of DoD/DVA affiliates.

2.3.1 DS Access Station

Upon request by DoD/DVA affiliates, TSC personnel shall use the DS Access Station and perform In-Person Proofing (IPP) to generate requests for DMDC to create and update DS Logon accounts following instructions specified in the current version of the DS Logon - Access Station User Guide (<https://www.dmdc.osd.mil/appj/deerswebsite/documents.do>). DS Access Station is currently available at <https://www.dmdc.osd.mil/appj/dsaccessstation/>. The contractor shall request DS Access Station user authorization for TSC personnel from DMDC through the contractor's DEERS site security manager.

2.3.2 DS Logon Account Levels

Two account levels of DS Logon access are available to DoD/DVA affiliates, each with progressing security features and each with a different user-authentication procedure:

2.3.2.1 Basic Account (Level 1)

This is an entry level user account established online that only provides limited view access to the user's personal information that the user has provided online. This level of account is provided to individuals who have registered online at the eBenefits web site (<http://www.ebenefits.va.gov>) without being in-person proofed. Many applications will not allow access with a Basic (Level 1) Account.

2.3.2.2 Premium Account (Level 2)

This account is given to a DoD/DVA affiliate who has self-registered using their Common Access Card (CAC) or Defense Financing and Accounting Service (DFAS)/myPay Login ID or who has completed an IPP process with designated representatives such as TSC personnel. To provide enhanced security to the user's personal information, access to most applications including TRICARE-related applications require a Premium (Level 2) Account.

2.3.3 Generating DS Logon Requests

2.3.3.1 Before generating a request for a Premium Account, TSC personnel shall determine if the requestor has an existing Basic Account. If they do, TSC personnel shall follow user guide instructions to generate a request to upgrade the Basic Account to a Premium Account. Upon successful completion of an upgrade, the Premium Account is immediately available for use.

2.3.3.2 If a Premium Account is created outright rather than being upgraded from a Basic Account, the Premium Account will not be effective and available for use until the requestor receives a letter in postal mail from DMDC and follows the instructions in the letter before the specified deadline to activate the Premium Account. If the requestor does not have an existing Basic Account, TSC personnel shall inform the requestor of the advantages of establishing a Basic Account and provide the requestor with the procedures for obtaining a Basic Account. If the requestor does not wish to create a Basic Account first, TSC personnel shall proceed with the procedures for a new DS Logon request.

2.3.4 DS Access Station Users and Confidentiality

Only users authorized by the DMDC may access the DS Access Station and perform IPP. Furthermore, only authorized DS Access Station users may view any documents presented for IPP or be informed in any way of information available in the DS Access Station. Every authorized user must safeguard the confidentiality of such information at all times to comply with the Privacy Act of 1974. The contractor shall return all documents presented for IPP to the requester and shall not retain any documents. The contractor shall not make photocopies or any other images of documents presented for IPP.

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