

Provider Reinstatements

1.0 PROVIDERS OR PHARMACIES SANCTIONED BY TRICARE

[32 CFR 199.9](#) provides that the Director, TRICARE Management Activity (TMA), or a designee, shall have the authority to reinstate providers or pharmacies previously terminated, excluded, or suspended under TRICARE. Reinstatement requests from all providers or pharmacies listed in [32 CFR 199.6](#), shall be submitted to the TMA Program Integrity Office (PI). For providers sanctioned by Department of Health and Human Services (DHHS), see [paragraph 4.0](#).

2.0 CONTRACTOR RESPONSIBILITIES FOLLOWING REQUESTS FOR REINSTATEMENT FROM TERMINATED PROVIDERS OR PHARMACIES

This pertains to providers or pharmacies previously terminated by the contractor or the TMA for failing to meet the requirements of an authorized TRICARE provider or network pharmacy. The contractor shall first verify that the provider or pharmacy currently meets the requirements of an authorized TRICARE provider or pharmacy. If so, and no funds have been paid for services by the provider or that of a network pharmacy while terminated or are otherwise owed the government for claims paid prior to the termination, the contractor shall reinstate the provider.

Note: This does not include those providers or pharmacies who have been terminated by the TMA based on a fraud case. The contractor shall submit these provider reinstatement requests to the TMA PI.

3.0 CONTRACTOR RESPONSIBILITIES FOLLOWING REQUESTS FOR REINSTATEMENT FROM EXCLUDED OR SUSPENDED PROVIDERS SANCTIONED BY TMA

3.1 For quality of care issues, a request for reinstatement will be sent by TMA to the contractors. For all others, appropriate action should be taken upon receipt of the DHHS reinstatement list. See [Section 6, paragraph 4.5](#) for additional guidance.

3.2 The contractor sends a provider certification package to the provider to ensure that the provider meets the requirements to be an authorized TRICARE provider. The exclusion or suspension remains in effect until the provider completes and returns the certification package and is determined by the contractor to meet the requirements.

3.3 If the provider is determined to meet the requirements of an authorized provider, the contractor shall advise the provider of the reinstatement date as determined by the DHHS.

3.4 If the provider doesn't meet the requirements of an authorized provider, the contractor shall advise the provider as to why he/she doesn't meet them and offer appeal rights. A copy of the letter shall be provided to the TMA PI.

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3.5 The contractor shall advise the same Beneficiary Counseling and Assistance Coordinators (BCACs) located within the provider's service area that were initially advised of the exclusion or suspension.

3.6 For pharmacy, the contractor verifies that the pharmacy has all required state licenses necessary to operate as a pharmacy. The exclusion or suspension remains in effect until the contractor has determined that the pharmacy has obtained the required state licenses.

3.7 If the pharmacy has met the state licensing requirements, the contractor shall advise the pharmacy of the date it is eligible to negotiate a new network agreement with the contractor, as determined by the DHHS.

3.8 If the pharmacy does not have the required state licenses, the contractor shall advise the pharmacy as to why it is not eligible to be a network pharmacy and offer appeal rights. A copy of the letter shall be provided to the TMA PI.

4.0 DHHS REINSTATEMENTS

4.1 The contractor must verify that the provider meets TRICARE requirements as an authorized provider or pharmacy.

4.2 The contractor shall certify the provider or pharmacy and advise him/her of their authorized provider status as stated in [paragraph 3.0](#).

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