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TRICARE
MANAGEMENT ACTIVITY

PCSIB

CHANGE 14
7950.2-M
OCTOBER 2, 2009

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
TRICARE SYSTEMS MANUAL (TSM)**

The TRICARE Management Activity has authorized the following addition(s)/revision(s) to 7950.2-M, issued February 2008.

CHANGE TITLE: CONSOLIDATED AWARD CHANGE PACKAGE

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): The attached changes to Chapters 1 and 3, provide the Managed Care Support Contractors (MCSCs) with information that clarifies requirements in support of transition activities for the Third Generation of TRICARE MCSC contracts. These changes are reflective of lessons learned from the transition activities for the TRICARE Pharmacy and Active Duty Dental Program contracts.

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



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ATTACHMENT(S): 70 PAGES
DISTRIBUTION: 7950.2-M

CHANGE 14
7950.2-M
OCTOBER 2, 2009

REMOVE PAGE(S)

CHAPTER 1

Section 1.1, pages 3 through 27

CHAPTER 3

Section 1.1, pages 1 and 2

Section 1.4, pages 1, 2, and 7 through 39

Section 1.5, pages 1 through 4

Section 1.6, pages 1 and 2

INSERT PAGE(S)

Section 1.1, pages 3 through 28

Section 1.1, pages 1 and 2

Section 1.4, pages 1, 2, and 7 through 40

Section 1.5, pages 1 through 4

Section 1.6, pages 1 and 2

SUMMARY OF CHANGES

CHAPTER 1

1. Section 1.1

- a. Paragraph 3.2. Security Requirements -- added information that notified contractors that security and access requirements apply to COOP and disaster recovery. (This will cover the addition of the CAC requirements).
- b. Paragraph 3.3.2. Added requirement for coordination of supporting activities for DR tests -- DEERS and TEDS weren't being appropriately coordinated for support requirements.
- c. Paragraph 3.5. Policy References to support DIACAP were moved from paragraph 7.1, Personnel Security. Inadvertently listed as part of Personnel Security supporting references.
- d. Paragraph 3.5.1. Added language clarifying that incumbent contractors with ATOs, who win another contract, still have to go through DIACAP. The Program Offices have incorrectly assumed that since an incumbent contractor has won a contract, they don't have to go through DIACAP and therefore, the transition time lines developed are incorrect and don't allow sufficient time for DIACAP prior to connectivity and testing.
- e. Paragraph 3.5.1.4. Added language clarifying that contractors cannot connect to test environment until ATO is obtained. Contractors have incorrectly assumed that connectivity to test is acceptable without DIACAP certification. Also added requirement emphasizing contractor support staff availability to participate in DIACAP activities. With Tpharm, the contractor didn't fully understand the need to have support staff work one-on-one with IA review team to review test results.
- f. Paragraph 3.5.1.5. Added language clarifying that the contractor must submit required documentation to IA review team in order for the scheduled test and assessment to occur as scheduled. Tpharm contractor didn't submit documentation timely and required significant follow-up by IA in order for the C&A to be initiated. The tight time lines don't allow for that, especially when the IA teams have to be on-site at multiple locations. So, if the contractor isn't ready, they, not the Government, will realize the impact of their decision.
- g. Paragraph 5.0. Added clarifying language for Privacy Impact Assessment. At the Tpharm post-award conference, it was clear that the contractor, the CO and the Program Office didn't realize a PIA was required for an incumbent contractor, or what was required. I've been able to get clarification of the requirements to mitigate this issue. If pressed, the contractor could have been found out of compliance for not submitting the PIA (which normally takes between 30 and 45 days) within 10 days--so we had an unrealistic standard.

SUMMARY OF CHANGES (Continued)

CHAPTER 1 (Continued)

Section 1.1 (Continued)

- h. Paragraph 7.1. Added language clarifying the supporting references for Personnel Security are not all inclusive and may overlap with those in other sections (e.g., DIACAP).
- i. Paragraph 10.1. Added language clarifying that contractor personnel with access only to internal contractors systems and application do not require PKI enabled and PIV compliant credentials. Clarification results in the reduction of Common Access Cards required by contractors.
- j. Paragraph 11.3.1. Added clarifying language to indicate that a DD Form 2875, Access Request form is also required for application access and usage. This is a recent change from DISA. Originally, contractors only needed a 2875 for system access to DoD, now it includes applications, not just DEERS, but any of our systems, like PEPR, MDR, DCS, etc.
- k. Paragraph 11.4.4. Added language notifying contractors that they are responsible for shipping costs of VPNs to and from DISA for configuration. This is the result of a recent change in DISA guidance.
- l. Paragraph 11.5. Added language on the establishment of telecommunications with the MHS and the process to be followed. This is an existing process that is used by the current and new contractors, Tpharm and ADDP included.

CHAPTER 3

- 2. Section 1.1, paragraph 2.0. Added reference to DMDC Support Office Web Request (DWR) Instructional Guide. The DWR is currently used by contractors to report DEERS problems for beneficiary records that need DEERS resolution.
- 3. Section 1.4.
 - a. Paragraph 1.2.1. Modified to reflect change to Defense Online Eligibility and Enrollment System (DOES) information that will be delayed. DOES will not show enrollment fee information.
 - b. Paragraph 1.2.2. Modified to reflect the use of the DOES application by the TRICARE Global Remote Overseas contractor instead of the TRICARE Area Offices as previously stated. Also added information to indicate DEERS will adjust enrollment fees for a policy to '\$0' when enrollment policies are systematically cancelled.
 - c. Paragraph 1.2.5.2. Modified to remove superfluous language with regard to PCM assignments within the DOES application.

SUMMARY OF CHANGES (Continued)

CHAPTER 3 (Continued)

Section 1.4 (Continued)

- d. Paragraph 1.2.6.1. Modified to indicate DEERS will adjust fees to '\$0' when an enrollment policy is cancelled by DEERS.
 - e. Paragraph 1.2.6.4. Modified table to add column for catastrophic cap and deductible database (CCDD) fee function and indicated the CCDD Fee functionality applied to TRS enrollments.
 - f. Paragraph 1.2.8. Modified to indicate enrollment fee information is recorded and displayed in the Fee/CCDD Web Research application. Also added text to indicated fee waiver data is also displayed in DOES.
 - g. Paragraph 1.2.8.1. Added language to indicated enrollment fee information shall be entered by the contractor into the Enrollment Fee Payment Interface or the Fee/CCDD Web Research application. Also added language indicating that enrollment fees will be posted under the sponsor's family contribution towards the catastrophic cap. Clarified that for enrollment transfers, DEERS includes the 'last' fee information from the enrollee's policy on the notification to the new contractor.
 - h. Paragraph 1.2.8.4. Modified reference to 'Medicare mid-month' enrollments to 'Medicare' enrollments for consistency with DMDC.
 - i. Paragraph 1.4.2. Added new example of an unsolicited notification, 'Fee waiver updates. Changes to an enrolled sponsor or beneficiary's fee waiver status will be sent via unsolicited notifications to the contractor.
 - j. Paragraph 1.7.1.5.2.4. Changed the Newborn Addition Indicator Code from 'N' to '(blank).'
4. Section 1.5, paragraphs 2.0 and 2.1. Changed the reference to the 'DEERS Support Center' to 'DSO.' Also modified the reference "Note to Contractor" to "Note to Contractor/ Submitter", as corrective action requests are not limited to submission by contractors. Added language increasing the number of contractor representatives that may be appointed to coordinate DMDC support requirements for the correction of DEERS data and updated the DEERS Support Office processes.
5. Section 1.6, paragraph 1.1, Added language setting out the process used by TMA and DMDC for testing application upgrades. And also clarified language specific to refreshes of DEERS test data used by contractors for integration testing. These are both an existing processes used by the current contractors and will be used by new contractors.

