

## Contractor Relationship With The Military Health System (MHS) TRICARE Quality Monitoring Contractor (TQMC)

---

**1.0** The TRICARE Quality Monitoring Contractor (TQMC) conducts reviews to validate the appropriateness of the contractor's quality of care and utilization review decisions. The Managed Care Support Contractor (MCSC) and Designated Provider (DP) shall transmit copies of the medical record and all case documentation to the TQMC for each case or category of case requested by the TQMC. The estimated number of cases (including inpatient and outpatient care) to be selected on a monthly basis will vary depending upon the health care region involved and the case selection criteria. The estimated quantities per region could range from 300 to 630 cases per month for the MCSC. The DPs' estimated quantity could range from 10 to 30 cases per month.

**2.0** The MCSC and DP shall transmit **95% of the requested** records to the TQMC within 45 calendar days **and 98% within 60 calendar days** from the date the MCSC and DP receives the request for records from the TQMC. Records to be transmitted shall include the complete medical record, the MCSC's and DP's utilization review decision, rationale for that decision, and quality of care determinations. The MCSC and DP shall incur all costs for obtaining and transmitting the records.

**3.0** The TQMC conducts focused studies of the purchased care sector. At the direction of the government, the MCSC shall use the findings and address, as appropriate, each recommendation made in the focused studies to update the Clinical Quality Management **Program (CQMP)** Plan and Utilization Management (**UM**) Plan. **Any updates directed by the Procuring Contracting Officer (PCO) to the CQMP Plan and UM Plan as a result of the findings of the focused studies, will be made by the MCSC at no additional cost to the government.**

**4.0** **Annually, the TQMC evaluates each MCSC's and DP's CQMP Annual Report (AR) to identify patterns and trends and assist the Government in determining best practices.**

- END -

