



DEFENSE  
HEALTH AGENCY

**PAT&IO**

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**CHANGE 57  
7950.2-M  
FEBRUARY 25, 2014**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL  
FOR  
TRICARE SYSTEMS MANUAL (TSM), FEBRUARY 2008**

The TRICARE Management Activity has authorized the following addition(s)/revision(s).

**CHANGE TITLE: ENROLLMENT EFFICIENCIES AND PAPERWORK REDUCTION COST SAVINGS INITIATIVES**

**CONREQ: 16778**

**PAGE CHANGE(S): See page 2.**

**SUMMARY OF CHANGE(S): This change adds language that allows enrollment related actions to occur over the phone.**

**EFFECTIVE DATE: Upon direction of the Contracting Officer.**

**IMPLEMENTATION DATE: April 1, 2014.**

**This change is made in conjunction with Feb 2008 TOM, Change No. 118 and Feb 2008 TPM, Change No. 107.**

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**ATTACHMENT(S): 2 PAGES  
DISTRIBUTION: 7950.2-M**

**WHEN PRESCRIBED ACTION HAS BEEN TAKEN, FILE THIS TRANSMITTAL WITH BASIC DOCUMENT.**

**CHANGE 57**  
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**REMOVE PAGE(S)**

**CHAPTER 3**

Section 1.4, pages 11 and 12

**INSERT PAGE(S)**

Section 1.4, pages 11 and 12

current FY and the remaining one or two months of fees to the beginning of the new enrollment beginning on October 1 of the next FY.

**Note:** If the first three month payment crosses into FY 2013, the contractor shall send DEERS the portion that applies to FY 2012, indicating the applicable paid-through date and a payment plan type of "Request to begin allotment"; and shall send a second transaction containing the dollar amount of payment that applies to FY 2013 to DEERS with a payment plan type of "Request to begin allotment" and DEERS will calculate the paid-through date and notify the contractor.

- **Enrollments** effective on and after October 1, 2012: The contractor will send the fee amount collected for the first three month payment and a payment type of "Request to begin allotment" to DEERS and DEERS will calculate the paid-through date and notify the contractor.

### **1.2.5.1 Prime Enrollment Fees**

#### **1.2.5.1.1 Enrollment Year To FY Alignment**

By statute, Prime enrollees are entitled to both an enrollment year and a FY for the purposes of enrollment fees and catastrophic cap amounts. Tracking two sets of amounts for each enrollee is cumbersome, confusing, expensive, and can lead to inaccurate totals as well as negatively affecting enrollment portability. To ease portability and resolve problems, enrollment anniversary dates for all enrollees are on a FY basis, i.e., October 1 through September 30. For new enrollments, the policy end date will be set to the end of the FY. Enrollment fees and catastrophic cap amounts are prorated accordingly.

#### **1.2.5.1.2 Prorated Enrollment Fees**

For new Prime enrollments that do not begin on October 1, DEERS will establish abbreviated (less than 12 months) policies ending September 30 and the contractor shall collect the enrollment fees necessary to align the policy with the FY. The monthly prorated enrollment fee is 1/12 of the respective annual enrollment fee (rounded down). DEERS will apply any fee overage from the abbreviated enrollment year to the next FY enrollment policy and shall set the paid period end dates in accordance with those amounts. At the end of the abbreviated enrollment (end of the current FY), the contractor shall renew the policy for the next FY with a begin date of October 1 and resume collecting the full enrollment fees.

#### **1.2.5.1.3 Survivors of Active Duty Deceased Sponsors and Medically Retired Uniformed Services Members and their Dependents**

Effective FY 2012, beneficiaries who are (1) survivors of active duty deceased sponsors, or (2) medically retired Uniformed Services members and their dependents, shall have their Prime enrollment fees frozen at the rate in effect when classified and enrolled in a fee paying Prime plan. (This does not include TRICARE Young Adult (TYA) plans). Beneficiaries in these two categories who were enrolled in FY 2011 will continue paying the FY 2011 rate. The beneficiaries who become eligible in either category and enroll during FY 2012, or in any future fiscal year, shall have their fee frozen at the rate in effect at the time of enrollment in Prime. The fee for these beneficiaries shall remain frozen as long as at least one family member remains enrolled in Prime. The fee for the dependent(s) of a medically retired Uniformed Services member shall not change if

the dependent(s) is later re-classified a survivor.

#### **1.2.5.1.4 Prorated Catastrophic Cap Amounts**

TRICARE Prime enrollees who are other than Active Duty (AD) or ADFM, (e.g., Retirees and Retiree Family Members), are entitled to an enrollment year catastrophic cap. As with enrollment fees, catastrophic cap amounts must also be prorated in order to complete the enrollment year to FY alignment. In order to align the enrollment year to the FY, a one time prorated catastrophic cap credit will be applied to each new enrollment for each month that the beneficiary was not enrolled during the current FY. The monthly prorated catastrophic cap credit for non-AD and non-ADFM's will be 1/12 of the fiscal year catastrophic cap limit.

#### **1.2.5.2 PCM Assignment Within The DOES Application**

DEERS has a centralized PCM file containing both the PCMs for the DC facilities and all MCSC civilian network PCMs. The DOES application accesses the central PCM file to perform provider assignments. The DEERS PCM Repository will accept additions, terminations, and modifications of civilian network PCMs in real time to support enrollment activities. All PCM additions, terminations, or modifications shall be transmitted to DEERS no less than daily. To deactivate a PCM, contractors shall send DEERS a modification where the PCM's effective date is equal to the PCM's end date, and DEERS will deactivate the PCM from the central file. DEERS will not allow subsequent assignments to a deactivated PCM. Contractors are responsible for the quality of the PCM data transmitted to DEERS. Contractors will not submit inaccurate data.

##### **1.2.5.2.1 DC PCM Assignment**

The contractor shall perform DC PCM assignment at the time of enrollment in the DOES application. The contractor shall use the PCM preference indicated in the enrollment request in addition to guidance contained in any MOU agreement or other government-provided direction, if available. For ADSMs, if the enrollment request has a Unit Identification Code (UIC) specified and the MTF has established a default provider for the UIC, the contractor should use the default. If the enrollment request contains a specialty or gender preference, the contractor shall use the preference filters available in DOES to select a PCM. In the case where a beneficiary has not indicated a preference and there is not precise direction in a Memorandum Of Understanding (MOU) or other government direction, the contractor shall use the search criteria in DOES to select a PCM. DOES and BWE will only display PCMs with available capacity in the selected Defense Medical Information System (DMIS)-ID. The contractor is responsible for determining the appropriate DMIS-ID based on MOUs, access standards, and any specific guidance from the government. If there is no capacity at a DC facility, the contractor shall contact the MTF to confirm that enrollment is closed; MTFs must respond to such requests within two business days or the contractor may enroll the beneficiary to their civilian network.

##### **1.2.5.2.2 Civilian PCM Assignment**

The contractor shall perform Civilian PCM assignment at the time of enrollment in the DOES application. The contractor shall use the PCM preference indicated in the enrollment request. If the enrollment request contains a specialty or gender preference, the contractor shall use the preference filters available in DOES to select a PCM.