

TRICARE Area Office (TAO) Director/Military Treatment Facility (MTF) And Contractor Interfaces

1.0 GENERAL

All TRICARE requirements regarding government/contractor interfaces shall apply to the TRICARE Overseas Program (TOP) unless specifically changed, waived, or superseded by the provisions of this section; the TRICARE Policy Manual (TPM), [Chapter 12](#); or the TRICARE contract for health care support services outside the 50 United States and District of Columbia (hereinafter referred to as the "TOP contract"). See [Chapter 15](#) for additional instructions.

2.0 GOVERNMENT/CONTRACTOR RESPONSIBILITIES

2.1 The Memorandum of Understanding (MOU) requirements outlined in [Chapter 15, Section 1](#) are applicable to the TOP. The TOP contractor shall enter into a MOU with each TRICARE Area Office (TAO) Director to address region-specific issues and procedures, and with each Military Treatment Facility (MTF) commander to address local issues and procedures. MTFs with oversight/control of subordinate military clinics (a parent/child Defense Medical Information System (DMIS) relationship) shall be addressed in a single MOU between the parent MTF and the contractor. The model MOU in [Chapter 15, Addendum A](#) may be used as a guide for the development of TOP MOUs, or any other MOU format may be adopted as long as all required components are addressed and the format is mutually acceptable to the Government and the TOP contractor.

Note: MOUs must be re-executed and approved annually ([Chapter 15, Section 1](#)). Beginning with Option Period 2, MOUs may be re-executed by the development of a cover sheet which identifies any changes in processes/staff since the previous MOU was signed. This cover sheet (with appropriate signatures) along with any updated/revised attachments, will be accepted as a properly re-executed MOU when submitted with the original MOU in accordance with the submission time lines established in [Chapter 15, Section 1](#).

2.2

2.3 MOUs shall identify MTF hours/days of operation, to include any holiday or training days, and other unique issues regarding MTF operation (e.g., inclement weather procedures). The MTFs shall ensure that the MOU is updated as changes occur.

2.4 MOUs shall include a process for ongoing, regular communication between TAOs, MTFs, and the contractor regarding anticipated changes that may affect health care delivery for TOP beneficiaries (e.g., deployments, increase/decrease in MTF capacity and capabilities, change in troop strength/number of command sponsored family member billets, etc.).

2.5 The provisions of [Chapter 15, Sections 2](#) and [3](#) are not applicable to the TOP.

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2.6 The TOP contractor shall immediately notify the TAO Directors and TRICARE Management Activity (TMA) of any changes to telephone and fax numbers.

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