

CHAPTER 12
SECTION 12.2

POINT OF CONTACT (POC) PROGRAM

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I. GENERAL

A. The contractor shall operate a specialized point of contact telefax overseas claims receipt and processing system program for designated Uniformed Services bases and locations, remotely located Defense Attache Offices (DAOs) and Security Assistant Organizations (SAOs). These designated Points Of Contact (POCs) are established by the Uniformed Services, the Defense Intelligence Agency (DIA) and the Defense Security Assistance Agency (DSAA), with concurrence/approval by TRICARE Management Activity (TMA).

B. A written request from the Commanding Officer of a foreign military base or location, or DAOs, and SAOs will be submitted to the TRICARE Management Activity, Chief, Managed Care Support Office (MCSO), Aurora, Colorado 80011-9043. This request will include the rationale and justification for the request, will specify the name of the individual responsible as the POC, including any alternate and telefax numbers.

C. Upon receipt of the written request, the Chief, MCSO will review the request for approval. After the "REQUEST" has been approved for a designated POC, the Chief, MCSO will notify the contractor of the official POC, and will also forward a copy of the contractor's notification to the POC's Command. This same process should be followed when subsequent changes are made to a designated POC.

D. Current listings of POCs shall be maintained by the contractor responsible for foreign claims, in coordination with TMA.

E. The contractor shall operate a dedicated telefax for the purpose of receiving and expediting TRICARE Overseas claims and correspondence from all designated POCs. The contractor shall in turn use the telefax to request information from all POCs, when additional information is needed to process the TRICARE Overseas claim or correspondence. When information has been requested from the POC, the contractor shall pend the claim for ten (10) calendar days. If the requested information is not received from the POC by the close of business (COB) on the tenth (10th) calendar day, the claim shall be denied.

F. In those locations where a single point of dispersal has been established for all payments sent to that country, the contractor shall batch payments and EOBs by foreign country and mail the payments and EOBs in pouches using overnight mail delivery at least

once every five (5) working days. The payments and EOBs in the pouches shall be separated by individual beneficiary/provider and contained in a sealed window envelope for POC distribution. If overnight mail service is not available in certain foreign locations, the contractor shall use the most expeditious service available.

G. The contractor shall have the capability to perform currency conversions and maintain historical exchange rates in order to make payments in local currency to permit payment based on the exchange rate in effect on the last date of service as required by Policy Manual, [Chapter 12, Section 12.1](#).

II. RESPONSIBILITIES OF ALL POCs

A. POCs will receive TRICARE Overseas claims for services provided in foreign countries from beneficiaries and providers of care, and TRICARE Europe active duty members and ensure that the claims are correctly completed.

B. POCs will FAX claims in the proper format, containing the required information, to the contractor for processing. Guidelines for properly completing a claim form are provided in Policy Manual, [Chapter 12, Section 12.3](#).

C. POCs are responsible for providing the contractor with any additional information requested, via the FAX system, within ten (10) calendar days of receipt of the request. Claims will be denied if the information is not received within the specified time frame.

D. POCs shall receive weekly payment drafts/EOBs from the claims processor via priority mail, pouch mail, or the most practical and expeditious mutually agreed upon method available.

E. POCs shall establish a "check list" control system to track the claim(s) submitted for processing and to track payment/dispositions sent by the contractor to the POC. The POC is responsible for the distribution of payments/dispositions to beneficiaries and/or providers and/or active duty members.

F. POCs are responsible for educating the local beneficiary and provider, and TRICARE Europe active duty members on the correct claims filing procedures.

G. Only officially designated POC faxed claims shall be accepted by the contractor.

H. Overseas FAX numbers shall be commercial and shall be accessible to receive data twenty-four (24) hours a day.

I. POCs are responsible for making sure the claim form is completed and signed by the patient, or by the parent in the case of a minor.

NOTE: If the TRICARE Europe active duty member's signature is not present on the claim form, the military command must submit a letter of explanation with the unsigned claim form prior to payment.

J. POCs are responsible for attaching copies of all itemized bills (not receipts) associated with the claim and maintaining hard copy backup files of claims faxed to the claims processor.

K. POCs are responsible for ensuring that only claims for health care services provided in foreign countries are forwarded for processing. The contractor shall process only claims for services provided in foreign countries.

L. When a claim is being returned to the contractor by a POC because it is thought to have been processed incorrectly, POCs shall refer to the claim number of the claim in question and provide a copy of the EOB with the inquiry. A new claim should not be submitted.

M. When a family member is not enrolled in DEERS, a copy of the front and back of the family member ID card shall be sent in with the claim (unless the family member is a newborn, in which case the claims will be processed normally without an enrollment or ID card requirement).

N. POCs shall not submit claims for care not yet received.

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