



TRICARE  
MANAGEMENT ACTIVITY

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS**

16401 EAST CENTRETECH PARKWAY  
AURORA, COLORADO 80011-9043

PR

March 1, 2001

**FOREWORD**

THIS MANUAL REISSUES OCHAMPUS MANUAL 6010.49-M. THE REISSUANCE REPLACES THE TRICARE MANAGEMENT ACTIVITY OPERATIONS MANUAL, DATED JULY 30, 1992, INCORPORATING ALL CHANGES THROUGH CHANGE NO. 165. SOME CHAPTERS WERE CONSOLIDATED AND REARRANGED FOR CLARITY. THE NEW MANUAL IS TITLED, "THE MANAGED CARE SUPPORT CONTRACTOR OPERATIONS MANUAL (MCSC OPERATIONS MANUAL)".

THIS MANUAL IS FOR THE USE AND GUIDANCE OF THE TRICARE MANAGEMENT ACTIVITY (TMA) AND THE MANAGED CARE SUPPORT CONTRACTORS WHO ARE CONTRACTUALLY REQUIRED TO FOLLOW THE PROVISIONS SPECIFIED IN THIS MANUAL.

COMMENTS REGARDING THIS MANUAL SHOULD BE SENT TO:

PROGRAM REQUIREMENTS DIVISION  
16401 E. CENTRETECH PARKWAY  
AURORA, CO 80011-9043

A handwritten signature in black ink, appearing to read "Mary C. Boykin".

MARY C. BOYKIN  
DIRECTOR  
PROGRAM REQUIREMENTS



## SUMMARY OF CHANGES

OLD MANUAL	RENUMBERED AS:	REORDERED IN NEW MANUAL AS:
<b>PART ONE</b>		
Chapter 1 - Administration	1	1
Chapter 2 - Records Management	2	2
Chapter 3 - Audits, Inspections and Reports	3	15
Chapter 4 - Financial Administration	4	3
<b>PART TWO</b>		
Chapter 1 - Claims Processing Procedures	5	8
Chapter 2 - Provider Certification	6	4
Chapter 3 - Double Coverage	7	9
Chapter 4 - Reimbursement	8	10
Chapter 5 - Claims Adjustments and Recoupments	9	11
Chapter 6 - Reserved	--	--
Chapter 7 - Program Integrity	10	14
Chapter 8 - Beneficiary and Provider Services	11	12
Chapter 9 - Reserved	--	--
Chapter 10 - Reserved	--	--
Chapter 11 - Definitions	Appendix A	Appendix A
Chapter 12 - PFPWD	12	17
Chapter 13 - Reserved	--	--
Chapter 14 - Reserved	--	--
Chapter 15 - Reserved	--	--
Chapter 16 - Transitional and Continued Coverage	Moved to Policy Manual	--
Chapter 17 - Reserved	--	--
Chapter 18 - Reserved	--	--
Chapter 19 - Reserved	--	--
Chapter 20 - Demonstrations	13	23
Chapter 21 - CHAMPUS/VA Agreement	14	18
Chapter 22 - Reserved	--	--
Chapter 23 - Reserved	--	--
Chapter 24 - Specialized Treatment Services	15	19

OLD MANUAL	RENUMBERED AS:	REORDERED IN NEW MANUAL AS:
<b>PART THREE</b>		
Chapter 1 - Health Care Providers	16	5
Chapter 2 - Contractor Responsibilities, etc.	17	16
Chapter 3 - Health Care Services (UM/QM)	18	7
Chapter 4 - Marketing, Enrollment & Support Services	19	6 and 12
Chapter 5 - Reserved	--	--
Chapter 6 - Managed Care Reporting Requirements	Included in Chapter 3	15
Chapter 7 - Appeals and Hearings	20	13
Chapter 8 - TRICARE Prime Remote Program	21	20
Chapter 9 - Civilian Care Referred by MHS Facilities	22	21
Chapter 10 - Civilian Health Care of Uniformed Service Members	23	22

All “Reserved” chapters and paragraphs were deleted. Obsolete information was deleted, TMA Office designations were updated, duplicative requirements were deleted, forms were updated, cross-references were corrected, headings and titles were updated if necessary, and chapters were reordered to make for a more logical flow.

**The references below refer to the old Operations Manual, prior to renumbering and reordering.**

SECTION	CHANGE
<b>PART ONE – CHAPTER 1</b>	
VIII.F.	NMOP section deleted and transferred to Policy Manual
Figure 1-1-A-1	Replaced form with updated version.
<b>PART ONE – CHAPTER 3</b>	
OPM Part Three, Chapter 6 sections were moved into OPM Part One, Chapter 3.	
II.B.	Moved to a new section labeled “Special Reports”.
III.	Renamed “Monthly Reports.” All sections from “TRICARE Contractor Monthly Workload Report Instructions” were subordinated: e.g., “TRICARE Contractor Monthly Workload Report Instructions” is now Section III.A.; Section III.B. is now “TRICARE Contractor Monthly Cycle Time/Aging Report Instructions”, etc.
OPM Part Three Chapter 6, Section A was moved into OPM Part One, Chapter 3, Section III.	
OPM Part One, Chapter 3, Section III.C. is now Section IV., “Weekly Reports to TMA.”	
The Section “Weekly Reports to TMA” subsection “Enrollment and Claims Processing Statistics Reports” narrative contains the first paragraph from OPM Part Three, Chapter 6, Section I.B.1., replacing the duplicate language in OPM Part One, Chapter 3, Section IV.C.1. The paragraph from OPM Part Three, Chapter 6. Section I.B.2. was deleted as duplicate of OPM Part One, Chapter 3, Section IV.C.2.	
Moved OPM Part Three, Chapter 6, Section I.C. “Fraud and Abuse Reports” to OPM Part One, Chapter 3, and renumbered as Section V.	
All of OPM Part Three, Chapter 6, Section I.D. “Management Data Reporting” moved to OPM Part One, Chapter 3 as Section VI, and renumbered.	
OPM Part One Chapter 3, Section II.B. and OPM Part Three, Chapter 6, Section I.E. were combined into new OPM Part One, Chapter 3, Section VII.	
<b>PART TWO – CHAPTER 1</b>	
I.E.4.	Deleted, information is in the Policy Manual.
I.F.	Deleted, information is in the Policy Manual
II.B.	Added information from paragraph II.E.
II.D.	Out of Jurisdiction moved from OPM Part Two, Chapter 1, Section IV.
IV.	Heading changed from Claims Review to Claims Filing Deadline
IV.A.	Information moved to OPM Part Two, Chapter One, Section II.
IV.C.4.(1)(b)	Deleted, information moved into paragraph IV.C.4.(1)(a).
IV.C.4.c(4)	Heading changed to reflect the exception.
IV.F.1.a.	“noncustodial parent” added to the heading.

SECTION	CHANGE
IV.F.(1)	Text moved to IV.F.1.g.(4)(b)(1).
IV.F.(2).	Text moved to IV.F.1.g.(4)(b)2.
IV.F.1.e.	Heading changed to “Unacceptable Signatures.”
IV.F.(1) and (2)	Paragraphs moved under Beneficiary Signature on File.
IV.F.1.g.	Paragraphs consolidated into one paragraph and moved under Signature Waivers.
IV.F.1.g.(4)(d)	Added paragraph for Program for Persons with Disabilities
IV.H.4.a.	Paragraph deleted, same information is contained in paragraph b.
IV.H.5.	Basic changed to standard in heading, combined into one paragraph and moved under Authorizations.
IV.J.2.	Medical Review moved to OPM Part Three, Chapter 3, Section I.B.
V.B.2.e.(3)	Heading changed from Other Diagnosis Coding Requirements to V Codes
VI.B.	Paragraphs moved to OPM Part Two, Chapter 4.
VI.B.7.	ClaimCheck became a separate section.
VI.C.	Made into a separate section. (Application of Deductible & Cost-Sharing)
VI.D.	Made into a separate section. (Duplicate Payment Prevention).
VI.N.	Moved to OPM Part Two, Chapter 1, Section II., “Supplying Out of Area Provider Information.”
<b>PART TWO – CHAPTER 2</b>	
Combined with OPM Part Three, Chapter 1 and became Chapter 4 in new manual.	
Addendum A	Figures 2-2-A-9 and 2-2-A-10 were deleted as obsolete.
<b>PART TWO – CHAPTER 4</b>	
I.A.	Title changed.
I.B.1.	Moved OPM Part Two, Chapter 1, Section VI.B.1. and the note to this section. In addition, deleted the following sentence in the former Section VI.B.1. “The prevailing charges and the maximum allowable prevailing charges shall be determined according to the instructions in the OPM Part Two, Chapter 4.”
I.B.2.a.	Deleted “Beginning in February 1, 1989.”
I.B.4.a.	Title deleted.
I.B.8.	Obsolete requirement to provide stuffers deleted.
I.B.	Moved OPM Part Two, Chapter 1, Section VI.B.5. to the end of this section.
I.G.1.	Title changed.
III.B.1.	Deleted an obsolete reference to the Partnership Program.

SECTION	CHANGE
<b>PART TWO – CHAPTER 8</b>	
OPM Part Two, Chapter 8 and OPM Part 3, Chapter 4 were combined for clarification and eliminated redundant text. The “Enrollment” Section was made into a separate chapter. The Beneficiary and Provider Services Chapter (new Chapter 12) incorporates Marketing and Support Service activities from OPM Part Three, Chapter 4 and OPM Part Two, Chapter 8. This chapter now includes all marketing activities and inquiry services activities to include telephones, priority and routine correspondence.	
<b>PART TWO – CHAPTER 16</b>	
Transitional Assistance Management Program was deleted from the Operations Manual, and moved to the Policy Manual.	
<b>PART THREE – CHAPTER 1</b>	
Title changed from Health Care Providers - Organization, Operations and Maintenance to Providers Certification and Credentialing.	
I.A.1.	First sentence deleted is duplicative of I.A.
I.B.2.a.(3)(c)	Moved to OPM Part Two, Chapter 2, Section V.D.3. Reconsideration Reviewers moved to OPM Part Three, Chapter 7, Section III.
II.	reformatted and moved as a separate section under UM/QM
IV.	Deleted. Information included in OPM Part Two, Chapter 2.
<b>PART THREE – CHAPTER 3</b>	
Page 3.3.V-1	Deleted. Identical information included in OPM Part Two, Chapter 8.
<b>PART THREE – CHAPTER 4</b>	
OPM Part Three, Chapter 4, Marketing, Enrollment and Support Services was divided into two separate chapters. A separate chapter has been made for Enrollments and one for Beneficiary and Provider Services. The Enrollment chapter consists of enrollment requirements for the Managed Care Support Contracts. The Beneficiary and Provider Services Chapter incorporates Marketing and Support Service activities from OPM Part Three, Chapter 4 and OPM Part Two, Chapter 8. This chapter now includes all marketing activities and inquiry services activities to include telephones, priority and routine correspondence.	
<b>PART THREE – CHAPTER 6</b>	
Sections moved to OPM Part One, Chapter Three.	
OPM Part Three Chapter 6, Section A was moved into OPM Part One, Chapter 3, Section III.	
OPM Part One, Chapter 3, Section III.C. is now Section IV, “Weekly Reports to TMA.”	
The Section “Weekly Reports to TMA” subsection “Enrollment and Claims Processing Statistics Reports” narrative contains the first paragraph from OPM Part Three, Chapter 6, Section I.B.1., replacing the duplicate language in OPM Part One, Chapter 3, Section IV.C.1.	
The paragraph from OPM Part Three, Chapter 6. Section I.B.2. was deleted as duplicative of OPM Part One, Chapter 3, Section IV.C.2.	

SECTION	CHANGE
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	All of OPM Part Three, Chapter 6, Section I.D. “Management Data Reporting” moved to OPM Part One, Chapter 3 as Section VI, and renumbered.
	OPM Part One Chapter 3, Section II.B. and OPM Part Three, Chapter 6, Section I.E. combined into new OPM Part One, Chapter 3, Section VII.
<b>PART THREE – CHAPTER 6</b>	
III.A.3.b.(8)	Deleted, duplicate of OPM Part Three, Chapter 6, Section III.A.3.b.(2).
VII.	Deleted, identical information included in OPM Part Two, Chapter 8.