

BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
1	MARKETING ACTIVITIES REQUIREMENTS 1.0. Marketing Program Requirements 2.0. Approval Of Marketing Materials 3.0. Roles Of The Lead Agents And The MTF Commanders In Developing Marketing Materials
2	BENEFICIARY EDUCATION 1.0. Approval Of Beneficiary Education Materials 2.0. Beneficiary Education Materials 3.0. TMA-Required Meetings 4.0. Beneficiary Surveys
3	TRICARE SERVICE CENTERS 1.0. Location And Operations 2.0. TRICARE Service Center Functions
4	BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS 1.0. General 2.0. Beneficiary Relations 3.0. Congressional And HBA Relations 4.0. Special HBA Meetings
5	PROVIDER RELATIONS 1.0. General 2.0. Provider Relations Requirements 3.0. Reporting Requirements
6	INQUIRY SERVICES DEPARTMENT - GENERAL 1.0. Objective Of An Inquiry Service Department 2.0. Written Inquiries 3.0. Telephones 4.0. Walk-In Inquiries 5.0. Training Of Service Representatives
7	CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL 1.0. General 2.0. Control 3.0. Categories Of Correspondence 4.0. Routine Correspondence 5.0. Priority Correspondence 6.0. Correspondence Completion And Quality Control 7.0. Required Reports

SECTION SUBJECT

- 8 TELEPHONE INQUIRIES**
 - 1.0. Telephone System
 - 2.0. Responsiveness
 - 3.0. Requirements
 - 4.0. Reports
 - 5.0. Telephone Appraisal System

- 9 ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs)**
 - 1.0. General
 - 2.0. Allowable Charge Review Criteria
 - 3.0. Excess Charges Billed In Participating Provider Claim Cases
 - 4.0. CHAMPUS Maximum Allowable Charge System
 - 5.0. DRG Reviews

- 10 GRIEVANCES AND GRIEVANCE PROCESSING**
 - 1.0. Grievance Processing Jurisdiction
 - 2.0. Grievances And Grievance Processing

- 11 COLLECTION ACTIONS AGAINST BENEFICIARIES**
 - 1.0. General
 - 2.0. Debt Collection Assistance Program Intervention Actions
 - 3.0. Responsibilities
 - 4.0. Military Personnel Offices
 - 5.0. TMA (Office Of Collection Claims Evaluation)
 - 6.0. MCSC

ADDENDUM A - TRICARE LOGO