

## **TRICARE PLUS**

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### **1.0. BACKGROUND**

*1.1. TRICARE Plus is an MTF-based program designed to allow MHS beneficiaries an opportunity to obtain a designated primary care coordinator (PCC) within the MTF and to be assured access to MTF primary care appointments within the TRICARE Prime primary care access standards. MTF Commanders will determine the number of TRICARE Plus enrollees for which capability and capacity exists at their MTF.*

*1.2. A TRICARE Plus enrollment indicator will appear on CHCS for appointment clerks to appropriately book MTF appointments for TRICARE Plus enrollees in accordance with the criteria established by the MTF commander. However, the Plus indicator will not be available until October 1, 2001 and will only appear after TRICARE Plus enrollments are entered by MCSCs in DOES; therefore, appointment clerks shall use whatever method is available to properly identify TRICARE Plus enrollees seeking appointments beginning October 1, 2001. This is a temporary measure that will become unnecessary once the TRICARE Plus enrollments are effected through DOES. See [Appendix A](#) for the TRICARE Plus definition.*

### **2.0. ENROLLMENT**

*2.1. All beneficiary inquiries regarding TRICARE Plus shall be directed to 1-888-DoD-Life (1-888-363-5433) or, based on the Memorandum of Understanding at each MTF, to the designated MTF Point of Contact for TRICARE Plus. This shall include questions about TRICARE Plus, general questions about enrollment/disenrollment, providing enrollment forms, providing information about the availability of TRICARE Plus at a particular MTF, the extent of coverage available and not available through TRICARE Plus, the selection of individual PCCs, or confirmation of enrollment.*

*2.2. Completed and approved enrollment/disenrollment forms for TRICARE Plus will be sent to the MCSCs by the MTFs within the standard TRICARE jurisdiction requirements, no less frequently than weekly. In lieu of actual enrollment forms, the MTF may elect to provide the MCSC with a list containing all of the information on the enrollment form. It is the MTF's responsibility to manage PCC capacity for TRICARE Plus enrollment. The MCSC is responsible for ensuring all TRICARE Plus enrollments received are entered in DOES, even if TRICARE Plus enrollments exceed previously established PCC capacity limits. The MTF is responsible for ensuring that the enrollment form is complete with validated eligibility through DEERS. The MCSC shall return incomplete forms or any application for which enrollment/disenrollment cannot be effected, for any reason other than internal MCSC contractor systems or process problems, to the MTF for completion/correction. The MCSC shall make no effort to correct or complete any TRICARE Plus enrollment/disenrollment application. Below is the Services' planned phase-in schedule for TRICARE Plus enrollment forms expected to be sent to the MCSCs between October 1, 2001-January 31, 2002; i.e., these are the maximum number of enrollments the Services anticipate, by month, requiring manual entry into DOES. Enrollment applications received during this initial enrollment period and thereafter shall follow the following*

*timeliness standards: Before February 1, 2002, MCSCs shall enter enrollment/disenrollment data in DOES within thirty (30) calendar days of receipt. On or after February 1, 2002, MCSCs shall enter the enrollment/disenrollment data in DOES within ten (10) calendar days of receipt.*

REGION	OCT 01	NOV 01	DEC 01	JAN 02
1	USAF: 1683 USA: 11,452 USN: 3500	USAF: 1033 USA: 8550 USN: 0	USAF:1033 USA: 5248 USN: 0	USAF: 46 USA: 0 USN: 0
2/5	USAF: 3294 USA: 3720 USN: 1400	USAF: 2910 USA:2083 USN: 0	USAF:2910 USA: 833 USN: 0	USAF: 35 USA: 0 USN: 0
3/4	USAF: 3155 USA: 5483 USN: 5500	USAF: 1989 USA: 4760 USN: 0	USAF: 1989 USA: 3794 USN: 0	USAF: 142 USA: 0 USN: 0
Central	USAF: 2937 USA: 460 USN: 0	USAF: 1463 USA: 324 USN: 0	USAF: 1463 USA: 270 USN: 0	USAF: 185 USA: 0 USN: 0
6	USAF: 740 USA: 1667 USN: 0	USAF: 203 USA: 100 USN: 0	USAF: 203 USA: 200 USN: 0	USAF: 155 USA: 0 USN: 0
11	USAF: 1600 USA: 0 USN: 1750	USAF: 0 USA: 0 USN: 0	USAF: 0 USA: 0 USN: 0	USAF: 25 USA: 0 USN: 0
9/10/12	USAF: 2968 USA: 2838 USN: 2400	USAF: 2627 USA: 250 USN: 0	USAF: 2627 USA: 160 USN: 0	USAF: 87 USA: 0 USN: 0

*2.3. All initial enrollments for beneficiaries over the age of 64 shall begin on the date the contractor enters the TRICARE Plus application or the first day the beneficiary loses eligibility for TRICARE Prime, whichever is later. All initial enrollment periods for beneficiaries under age 65 shall begin on the date after disenrollment from TRICARE Prime or the date the contractor enters the TRICARE Plus application, whichever is later. Enrollment in TRICARE Plus will necessitate disenrollment in TRICARE Prime. If TRICARE Prime disenrollment is required, the effective date of TRICARE Plus shall be the day following the beneficiary's disenrollment from TRICARE Prime. For instance, a beneficiary attaining age 65 on May 15, loses TRICARE Prime eligibility on May 1. In this case, the contractor shall disenroll the beneficiary from TRICARE Prime on April 30, and enroll the beneficiary in TRICARE Plus on May 1. Another example is a beneficiary electing to*

*terminate their TRICARE Prime enrollment. In this example, the TRICARE Prime enrollment will end March 31, and the TRICARE Plus enrollment will begin April 1.*

### **3.0. DISENROLLMENT**

*All beneficiary inquiries regarding disenrollment shall be referred to 1-888-DoD-Life or, based on the Memorandum of Understanding at each MTF, to the designated MTF Point of Contact for TRICARE Plus. Beneficiaries may disenroll from TRICARE Plus at any time. Disenrollment forms will be sent to the MCSCs by the MTFs no less frequently than weekly. MCSCs shall process disenrollments in accordance with [paragraph 2.2](#).*

### **4.0. PORTABILITY**

*TRICARE Plus enrollment is not portable between MTFs. Beneficiaries who choose to disenroll from TRICARE Plus at one MTF are not guaranteed priority to enroll in TRICARE Plus at another MTF. Beneficiaries who wish to change their TRICARE Plus enrollment to a different MTF will have the same opportunity to enroll at the new MTF just as any other beneficiary without an established relationship with a PCC.*

### **5.0. REFERRALS**

*MHS beneficiaries are allowed under the base contract requirements to contact the TRICARE Service Center for referrals to network providers. This shall continue with TRICARE for Life and TRICARE Plus. The contractor is not required to make appointments with network providers. The contractor shall provide the beneficiary with the name, telephone number, and address of network providers of the appropriate clinical speciality located within the beneficiary's geographic area.*

### **6.0. UTILIZATION MANAGEMENT**

*6.1. Utilization Management, including case management activities for TRICARE for Life/TRICARE Plus beneficiaries shall be limited to those activities contained in the base contract requirements for utilization management within the MTF. No utilization management is required for TRICARE for Life/TRICARE Plus beneficiaries outside the MTF except for those specified in [OPM, Chapter 7, Section 1, paragraph 3.3.7.](#), those beneficiaries qualifying for the Individual Case Management Program for Persons with Extraordinary Conditions (ICMP PEC) and no utilization management activities resulting from TRICARE Senior Prime shall continue for TRICARE Plus. This includes any contractor required activities associated with the HEAR survey.*

*6.2. TRICARE Plus beneficiaries who are not also TRICARE for Life beneficiaries shall be considered TRICARE Standard beneficiaries for the purposes of utilization management.*

### **7.0. EFFECTIVE DATE**

*Care of beneficiaries under TRICARE Plus may begin as early as October 1, 2001 with all initial enrollments completed by January 31, 2002. Enrollment records for all TSP enrollees will be automatically converted in DEERS to TRICARE Plus enrollments effective January 1, 2002. MTFs shall begin sending their completed and approved TRICARE Plus applications to the MCSCs for data entry into DOES not earlier than October 1, 2001.*

