

## BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS

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### 1.0. GENERAL

In a service relations program, the contractor's primary responsibilities are to the beneficiaries and the providers. However, in meeting these responsibilities, it is frequently necessary to respond to Congressional Offices or to Health Benefit Advisors (HBAs) who are intervening on behalf of a beneficiary or provider. To facilitate handling of these contacts, the contractor should establish a working relationship with the Congressional delegations in each state and with the HBAs in the service area. These individuals can often assist in resolving questions/problems of the beneficiary and provider population.

### 2.0. BENEFICIARY RELATIONS

The contractor will be invited to attend and participate in beneficiary meetings, such as The Retired Military Associations. These meetings provide opportunity for the contractor to make presentations and distribute educational material to the beneficiaries.

### 3.0. CONGRESSIONAL AND HBA RELATIONS

The contractor is responsible for performance of the following minimum functions in carrying out a Congressional and HBA relations programs within the service area of the contract.

#### 3.1. Establish Communications

**3.1.1.** The contractor shall establish and maintain effective communication with the Congressional office staffs and HBAs in the service area(s) of the contract(s). To do this, the contractor shall establish procedures and provide staffing to perform all necessary functions.

**3.1.2.** The contractor shall provide written notification of the contractor's point(s) of contact [name(s), address(es), and phone number(s)] to all congressional offices and HBAs serving the states covered by the contract. The contractor shall provide separate telephone numbers (lines) reserved exclusively for congressional offices and HBAs. This service is not required to be toll-free; however, the contractor shall provide sufficient telephone lines and TRICARE staff to meet the requirements in [Chapter 1, Section 3](#). In addition, when it is appropriate because of the volume of Congressional office inquiries received, a contractor representative may need to make a visit to resolve problems and/or educate the staff about TRICARE operations and requirements. In most MTF catchment areas, it is expected that the contractor's TRICARE Service Center staff will have regular if not daily, interface with the HBAs. In other areas, the contractor shall develop a program of regular HBA contact which includes a contractor representative meeting with the HBA at least semi-annually. When serious problems or other needs arise, more frequent contact will be required.

**3.2. Reporting**

By the 30th day following the close of each contract quarter, the contractor shall submit a summary report only, with the number and the types of contacts (Congressional, HBA, etc.) actually completed. The report shall show, for example, 100 visits, 50 HBA contacts, etc. The actual visit or contact reports, plus the internal contractor management monitoring reports shall remain a requirement. This report shall be available for TMA review at the contractor's office but shall not routinely be sent to the TMA. A special report shall be sent to the TMA when there is any special accomplishment achieved, special problems encountered or when the contractor's representative receives a recommendation or request from a provider which needs special attention at TMA.

**4.0. SPECIAL HBA MEETINGS**

TMA conducts workshops with HBAs in various locations throughout the year. The contractor shall provide representation to participate in the workshops where HBAs from the contractor's service area will be present in significant numbers. TMA will provide at least 30 calendar days notice of such a requirement. TMA will also outline the expected nature of contractor's participation. If a contractor has a specific problem or issue which should be addressed at an HBA meeting, TMA should be notified at least 21 days prior to the scheduled meeting.