

## BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
<b>1</b>	<b>MARKETING AND EDUCATION REQUIREMENTS</b> 1.0. Marketing And Education Materials Requirements 2.0. Approval of Marketing And Education Materials 3.0. Required Educational Materials 4.0. Dissemination Of Information 5.0. MKEC Interface Requirements 6.0. Ordering Marketing And Education Materials
<b>2</b>	<b>BENEFICIARY EDUCATION</b> 1.0. Education Requirements 2.0. Approval Of Beneficiary Education Materials 3.0. Beneficiary Surveys
<b>3</b>	<b>TRICARE SERVICE CENTERS</b> 1.0. Location And Operations 2.0. TRICARE Service Center Functions
<b>4</b>	<b>BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS</b> 1.0. General 2.0. Beneficiary Relations 3.0. Congressional And HBA Relations 4.0. Special HBA Meetings
<b>5</b>	<b>INQUIRY SERVICES DEPARTMENT - GENERAL</b> 1.0. Inquiry Service Department Objectives 2.0. Written Inquiries 3.0. Telephones 4.0. Walk-In Inquiries 5.0. Training Of Service Representatives
<b>6</b>	<b>CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL</b> 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

<b>SECTION</b>	<b>SUBJECT</b>
<b>7</b>	<b>TELEPHONE INQUIRIES</b> 1.0. Telephone System 2.0. Responsiveness 3.0. Requirements 4.0. Reports 5.0. Telephone Appraisal System
<b>8</b>	<b>ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs)</b> 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
<b>9</b>	<b>GRIEVANCES AND GRIEVANCE PROCESSING</b> 1.0. Grievance Processing Jurisdiction 2.0. Grievance System 3.0. Contractor Responsibilities
<b>10</b>	<b>COLLECTION ACTIONS AGAINST BENEFICIARIES</b> 1.0. General 2.0. Debt Collection Assistance program Intervention Actions 3.0. Responsibilities
<b>ADDENDUM A</b>	<b>TRICARE LOGO</b> FIGURE 12-A-1 General Information And Guidelines For The Use Of The National TRICARE Logo FIGURE 12-A-2 Marketing And Education Contractor Responsibilities For Coordination And Interface With Health Care Contractor(s) FIGURE 12-A-3 Marketing And Education Contractor Responsibilities For Coordination And Interface With OCONUS Regional Directors