

PRIMARY CARE MANAGERS (PCM) (PRIME)

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POLICY

A. TRICARE Overseas Program (TOP) prime enrollees shall select or have assigned to them primary care managers (PCMs) according to guidelines established by the TOP Military Treatment Facility (MTF) Commander, Regional Director, or designee. The TOP PCM:

1. May be a host nation individual professional provider, a host nation group practice, Overseas Military Clinic (other than a Partnership Provider), treatment site, or other health care delivery arrangement that is either part of the MTF or is a member of the Regional Director TOP host nation civilian preferred provider network. If a group practice is listed as a network provider, all members of the group practice must be TRICARE authorized provider(s).

2. May be an internist, family practitioner, pediatrician, general practitioner, obstetrician/gynecologist, physician assistant, nurse practitioner, or certified nurse midwives when determined by the TOP MTF commander, Regional Director or designee, to meet governing country rules and licensure.

3. May also act as a HCF, when dual responsibility is necessary, as determined by the MTF commander or Regional Director.

B. A TOP Prime enrollee must seek all his or her primary health care from the TOP PCM with the exception of care listed in [Chapter 12, Section 2.2](#), "TOP Clinical Preventive Services." If the TOP PCM is unable to provide the care, the TOP PCM is responsible for referring the enrollee to another primary care provider.

C. A TOP Prime enrollee must have a referral/authorization from the TOP PCM for routine care, specialty care or for inpatient care.

D. Failure to obtain a TOP PCM referral/authorization when one is required for care may result in the service being paid under TOP Point of Service procedures with a deductible for outpatient services and cost-shares for in- and outpatient services.

E. The TOP PCM is responsible for notifying the TOP Health Care Finder (HCF) that a referral is being made/requested. The TOP Health Care Finder will assist the TOP Prime enrollee and other DoD beneficiaries in locating an MTF or host nation TOP network

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provider to provide the care and in scheduling an appointment. The HCF will conduct a benefit determination review and provide authorization for service for which the referral was made. The Managed Care Support Contractor (MCS) shall, instead of an electronic authorization (NAS on DEERS), accept as authorization, a locally produced document that contains HCF/PCM referral/approval. If the MCS contractor has no record of referral/authorization, prior to denial/payment, the MCS contractor will follow the TOP Point of Service rules, assuming the service would otherwise be covered under the provisions of TRICARE Standard.

F. TOP MTF PCMs may be delegated authority by the TOP MTF Commander or Regional Director to authorize referrals within the MTF. All referrals/authorizations to civilian host nation providers and all referrals/authorization made by a TOP designated civilian PPN-PCM must be made through the TOP Health Care Finder and must receive an authorization.

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