

## TRICARE SERVICE CENTERS

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### 1.0. LOCATION AND OPERATIONS

TRICARE Service Centers (TSCs) shall be established at each Military Treatment Facility and within each BRAC site. If space provided at an MTF is not sufficient, the contractor shall be responsible for obtaining the additional space. The contractor shall sufficiently staff the TSC and is responsible for its operations. TSCs located in an MTF shall be operated, at a minimum, Monday through Friday (except Federal holidays) during the administrative hours of the facility. The contractor shall staff all TSCs on a full-time basis with qualified personnel capable of performing all functions of the TRICARE Service Center. The TSC shall meet the standards in [Chapter 1, Section 3](#), as applicable. The contractor shall provide all furniture, equipment, supplies, telephone services, etc., required at each TSC regardless of where it is located. If requested by the MTF Commander, the contractor shall place a suggestion box in the TSC at a location recommended by the MTF Commander. Copies of the suggestions or comments received in the suggestion box shall be furnished to the MTF Commander when requested.

### 2.0. TRICARE SERVICE CENTER FUNCTIONS

The contractor shall be responsible for establishing TSCs which provide beneficiary enrollment, access to and referral for care, information on the Point of Service option, information (including on-line access to the claims processing system for information about the status of a claim), assist beneficiaries with claim problems when the MCS contractor is responsible for processing the claim, and continuity of care services to all MHS beneficiaries including, but not limited to, active duty personnel, dependents of active duty personnel, retirees and their dependents, survivors, Medicare eligible beneficiaries and all other categories of individuals eligible to receive MHS services. Based on the MOU provisions between the MTF and the contractor, the contractor shall ensure effective operation of the TSCs to reflect the provisions in [Chapter 16, Section 1, paragraph 1.0](#). TSCs shall maintain up-to-date lists of the providers in the contractor's network. MTF commanders, Regional Directors, and MHS beneficiaries shall be granted access to these lists on an as needed basis. The contractor shall ensure eligibility for care and enrollment status of beneficiaries before making any arrangements for medical services. TSCs shall have an interface with the automated claims processing and enrollment systems to support the functions of the TSC not later than 30 calendar days prior to the start of the health care delivery. The activities of the TSC shall include:

#### 2.1. MHS Beneficiary Information

TSCs shall provide personal assistance to all MHS beneficiaries seeking information about TRICARE Prime, TRICARE Extra, and TRICARE Standard. The contractor shall ensure that the TSCs are supplied with enrollment and marketing information for TRICARE Prime,

Extra, and standard, dual-eligible program and claims submission information, CHAMPVA TRICARE dental programs, and all other relevant materials. Through the TSCs, the contractor shall establish mechanisms to advise beneficiaries of care options and services offered.

## **2.2. Continuity Of Care**

TSCs shall act as the focal point for providing information, referral, and assistance to beneficiaries seeking access to TRICARE services. The TSCs shall maintain day-to-day liaison with MTF officials to promote MTF Optimization and ensure effective performance of the access, referral, information and continuity of care functions.

## **2.3. Enrollment**

TSCs shall provide personal assistance to eligible beneficiaries electing to enroll or disenroll and permanently assigned active duty personnel enrolling in TRICARE Prime. The TSC shall provide assistance to all MHS beneficiaries (including active duty, Medicare eligibles and others) in understanding program requirements, answering questions, adhering to MTF Commanders' and Regional Directors' determinations for PCM assignment, and following grievance and inquiry procedures in accordance with [Section 10](#).

## **2.4. TRICARE Dental Program Information**

**2.4.1.** TSCs shall provide information on eligibility for the TRICARE Dental Program (TDP) and on how to obtain dental information from the TDP contractor. Active duty members and their families shall be informed of their possible eligibility, handed a TDP brochure containing enrollment and coverage details, and provided the following:

**THE TRICARE DENTAL PROGRAM IS FOR ACTIVE DUTY  
FAMILIES, SELECTED RESERVE AND INDIVIDUAL  
READY RESERVE MEMBERS, AND THEIR FAMILY MEMBERS**

If you are interested in enrolling your dependents in the TRICARE Dental Program, please contact United Concordia Companies, Inc., to receive information on what dental benefits are covered, procedures for enrolling your family, and the amount of the enrollment fees. The HBA can also assist you with information about your coverage and with choosing a dentist. Enrolling in the dental program is voluntary, and enrollments will be accomplished by United Concordia Companies Inc.

You may write to United Concordia Companies, Inc.

United Concordia  
TDP Customer Service  
P.O. Box 69410  
Harrisburg, PA 17106-9410

**TRICARE OPERATIONS MANUAL 6010.51-M, AUGUST 1, 2002**

CHAPTER 12, SECTION 3

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Or call: 1-800-866-8499 (toll-free)

Sunday 7:00 pm through Friday 8:00 pm Eastern Time

**2.4.2.** Managed Care Support Contractors shall obtain a supply of brochures for each TSC from United Concordia Companies, Inc. United Concordia Companies, Inc. will furnish the brochures at no cost to the contractor. The point of contact for the initial supply of brochures is: Director Contract Administration, United Concordia Companies, Inc. (717-260-7166). Subsequent orders shall be handled according to arrangements made by the contractor and United Concordia Companies, Inc.

