

TRICARE ALASKA

1.0. GENERAL

The delivery of health care services in the state of Alaska represents a unique situation that cannot be fully addressed by applying all of standards that apply in the other 49 states without modification. The following identifies the differences. All provisions contained in the TRICARE Managed Care Support Contract, TRICARE Operations Manual (TOM), TRICARE Policy Manual (TPM), TRICARE Systems Manual (TSM), or TRICARE Reimbursement Manual (TRM) shall apply in the state of Alaska except as specifically modified by this chapter.

2.0. OPTIMIZATION

The MCSC contractor is not responsible for provider network development or operation within the state of Alaska; therefore, the contractor will not require network providers to refer all TRICARE beneficiaries to MTFs. The contractor's requirement to optimize MTFs shall be limited to:

- 2.1. Referring all patients who contact the contractor to the MTF for health care.
- 2.2. Use every appropriate opportunity for beneficiary and provider education to influence beneficiary and provider behavior in a manner that encourages MTF Optimization.

3.0. BENEFICIARY SATISFACTION

The contractor shall achieve the highest level of beneficiary satisfaction possible in the state of Alaska. While the contractor is not responsible for network development or network operations, the contractor's administrative processes shall be designed and operated to ensure ease in accessing TRICARE information and benefits. These processes shall be designed recognizing the unique nature of health care delivery within the state of Alaska and continuously operated in a manner that achieves the highest level of beneficiary satisfaction. Additionally, beneficiary satisfaction activities shall be coordinated with MTFs and the TRICARE Alaska Regional Office (TARO) to achieve a coordinated, uniform approach to DoD customer services in Alaska.

4.0. BEST VALUE HEALTH CARE

The contractor shall support the best value in the delivery of health care services in the state of Alaska through the efficient operation of all administrative processes. This includes supporting MTF first right of refusal, educating beneficiaries and providers on the benefit of using the MTF based on the collaborative agreement with the MTF Commander, and efficiently and effectively operating all administrative processes.

5.0. TRANSITIONS

The contractor shall be fully responsible for all transition activities in the state of Alaska with the exception of developing the Network. The contractor shall ensure all required contractor services are fully operational in accordance with [Chapter 1](#).

6.0. ACCESS TO DATA

The contractor shall provide ready access to contractor data to Government personnel for the state of Alaska in the same manner as provided in all other West Region locations.

7.0. *SUPPORT OF TRICARE PROVIDERS*

7.1. Developing, implementing and operating the TRICARE network in the state of Alaska is solely a Government responsibility. The TRICARE Alaska network will consist of only specialty providers and required facility types (for example, acute care hospitals, specialty hospitals, skilled nursing facilities, etc.) Access to care and referral times shall comply with the TRICARE standards except as the TMA Director waives such standards and authorizes community norms. All primary care managers (PCMs) will practice within the MTF. The contractor is required to provide assistance to the Government in servicing network and non-network providers. This assistance shall include certifying, but not credentialing, network providers. The contractor shall assign one on-site, full-time provider representative to each MTF within the state of Alaska. The provider representative will be located in contractor furnished facilities in close proximity to the MTF. The provider representative will assist the TARO, as requested by the TARO, in establishing provider networks. TARO network development assistance is limited to accompanying a Government representative on visits to providers for the sole purpose of provider education. The provider representative shall also be responsible for educating all area providers on the TRICARE benefit and processes required to obtain the benefit, including but not limited to any TARO specific requirements for their network providers, contractor claims filing requirements, preauthorization requirements applicable in Alaska, etc. The contractor's provider representatives shall also assist providers with TRICARE questions/ problems as necessary. In this role, the provider representative shall be supported by all appropriate contractor staff and systems. For example, if a provider wishes to determine the status of a claim, he can call the contractor's claims information toll-free telephone number or check the status via an electronic means. However, if a network or non-network provider requests the assistance of an individual on-site *at the provider's office* to resolve problems, the provider representative shall provide the assistance.

7.2. Alaskan network providers will not be required to submit claims electronically. As such, Alaskan claims shall be removed from both the numerator and the denominator when computing the percentage of claims submitted electronically.

8.0. ADMINISTRATION

The contractor shall comply with all provisions of [Chapter 1](#), Administration, with the following exceptions:

8.1. Contractor accomplished preauthorization shall be limited to inpatient mental health care for non-Prime enrollees. The MTF shall preauthorize/authorize all services for TRICARE Prime enrollees, as required.

8.2. The contractor shall process all grievances related to contractor personnel or contractor actions. Grievances related to network providers or the MTF shall be forwarded to the responsible MTF within five calendar days of receipt (*see paragraph 20.0. for Appeals*).

8.3. The contractor shall accomplish all Start-up Requirements as specified in the TOM except the provisions of [Chapter 1, Section 8, paragraph 2.2.](#), "Execution of Agreements With Contract Providers" shall not apply. However, the contractor shall load to the contractor's system all network providers within 10 calendar days of receipt from the MTF. The contractor is not responsible for reporting network adequacy.

9.0. RECORDS MANAGEMENT

The contractor shall comply with the provisions of [Chapter 2](#).

10.0. FINANCIAL ADMINISTRATION

The contractor shall comply with all of the provisions of the *TRICARE Operations Manual*. The contractor shall apply the appropriate financial provisions to the claims for Alaskan residents based of the Government's ultimate decision regarding the underwriting of health care for Alaskan residents.

11.0. PROVIDER CERTIFICATION AND CREDENTIALLING

The contractor shall comply with the provisions of [Chapter 4](#), for network and non-network providers rendering care in the state of Alaska except the contractor is not required to credential network providers as network management is the responsibility of the Government.

12.0. PROVIDER NETWORKS

12.1. The contractor is not responsible for provider networks in the state of Alaska and may not develop provider networks on behalf of the Department of Defense. As such, the provisions of [Chapter 5](#) are not applicable to the contractor.

12.2. Within the state of Alaska, the Government assumes all responsibility for network development, operations and maintenance. The contractor shall support this effort with on-site provider representatives and provider education and relations activities. Access to care and referral times shall comply with the TRICARE standards except as the TMA Director waives such standards and authorizes community norms.

13.0. ENROLLMENT

The contractor is responsible for all enrollment activity in the state of Alaska in accordance with the provisions of [Chapter 6](#). Enrollments within the state of Alaska shall all be to primary care managers located within a military medical facility.

14.0. UTILIZATION AND QUALITY MANAGEMENT

The contractor shall comply with the provisions of [Chapter 7](#), regarding utilization and quality management. In doing so, the contractor shall establish a separate utilization management plan for care received in the state of Alaska. This plan shall recognize that the MTF PCM is responsible for services rendered to TRICARE Prime enrollees. As such, the MTF is responsible for issuing all authorizations for Prime enrollees. The contractor is responsible for ensuring that MTF issued authorizations are entered into all applicable contractor systems to ensure accurate, timely customer service and claims adjudication. The utilization management plan shall also recognize that network providers are the responsibility of the Government and shall ensure that any adverse finding is forwarded within 5 calendar days of identification to the TARO.

14.1. Cases for care rendered in the state of Alaska will be included in the selection of cases for review by the NQMC per [Chapter 7, Section 3](#). If the NQMC identifies an aberrant provider from the state of Alaska, and the provider is a network provider, the MCSC shall advise the TARO of the findings.

14.2. The contractor shall comply with and include care rendered in the state of Alaska in its clinical quality management program per [Chapter 7, Section 4](#). The Clinical Quality Management Annual Report shall include a separate section specifically addressing Alaska.

15.0. CLAIMS PROCESSING

The contractor shall process claims in accordance with [Chapter 8](#).

16.0. DUPLICATE CLAIMS

The contractor shall comply with [Chapters 9](#) and/or [10](#), as appropriate, for the identification, correction and resolution of duplicate and potentially duplicate claims.

17.0. CLAIMS ADJUSTMENTS AND RECOUPMENTS

The contractor shall comply with the provisions of [Chapter 11](#), regarding claims adjustments and recoupments.

18.0. BENEFICIARY AND PROVIDER SERVICES

18.1. The contractor shall comply with the provisions of [Chapter 12, Section 1](#) relating to the provision of marketing and education materials in the state of Alaska.

18.2. The contractor shall comply with the provisions of [Chapter 12, Section 2](#) and the TRICARE Managed Care Support Contract, Section C-7.17 regarding briefings within the state of Alaska.

19.0. TRICARE SERVICE CENTERS

The contractor shall operate TRICARE Service Centers (TSCs) at every MTF in the state of Alaska. These TSCs shall be the primary source of customer service for TRICARE

beneficiaries requesting on-site information and/or assistance. The functions of the TSC shall be as specified in [Chapter 12, Section 3](#). In providing assistance with referrals, the MCSC shall first refer all beneficiaries to the MTF (beneficiaries referred out of the MTF will not be referred back to the MTF) and then to the MTF's network providers. The MCSC shall maintain an up-to-date list of network providers. Up-to-date, in the case of Alaska only, shall mean a readily accessible electronic file created and updated from MTF provided information. The contractor shall create the initial file and shall incorporate any updates within 10 calendar days of receipt from the MTF.

19.1. The contractor shall comply with the provisions of [Chapter 12, Section 4](#) in accomplishing Beneficiary, Congressional, and Health Benefits Advisor Relations within the state of Alaska.

19.2. The contractor shall comply with the provisions of [Chapter 12, Section 5](#) in responding to inquiries regarding TRICARE within the state of Alaska.

19.3. The contractor shall comply with the provisions of [Chapter 12, Section 6](#).

19.4. The contractor shall provide toll-free telephone service to Alaskan beneficiaries in accordance with the provisions of [Chapter 12, Section 7](#).

19.5. The contractor shall provide allowable charge reviews in accordance with the provisions of [Chapter 12, Section 8](#).

19.6. The contractor shall operate a Grievance process in accordance with [paragraph 8.3](#). above and [Chapter 12, Section 9](#).

19.7. The contractor shall administer Collection Actions against Beneficiaries in accordance with [Chapter 12, Section 10](#).

20.0. APPEALS AND HEARINGS

The contractor shall implement and operate an appeals system for services requested or rendered in the state of Alaska in accordance with [Chapter 13](#).

21.0. PROGRAM INTEGRITY

The state of Alaska shall be included in the contractor's regional Program Integrity Program per [Chapter 14](#).

22.0. AUDITS, INSPECTIONS, AND REPORTS

The contractor shall comply with the provisions of [Chapter 15](#), regarding audits, inspections and reports. No separate reports are required for the state of Alaska. The Government recognizes that the contractor is not responsible for networks in the state of Alaska and that will be excluded from the network reporting required in [Chapter 15, Section 3, paragraphs 1.0. and 2.0.](#) and [Chapter 15, Section 7, paragraph 2.0.](#) The Government also recognizes that the prime enrollment report required in [Chapter 15, Section 3, paragraphs 4.0. and 5.0.](#) will reflect the fact that all enrollments in the state of Alaska will be to the MTFs.

23.0. REGIONAL DIRECTOR/MTF CONTRACTOR INTERFACES

The contractor shall comply with the requirements of [Chapter 16](#) when developing and operating MTF and Regional Director interfaces. The contractor shall also enter into an agreement with the TRICARE Alaska Regional Office, as required by the managed care support contract, regarding contractor activities in the state of Alaska.

24.0. TRICARE PRIME REMOTE PROGRAM

The contractor shall operate the TRICARE Prime Remote Program in the state of Alaska in accordance with [Chapter 17](#).

25.0. CIVILIAN CARE REFERRED BY MHS FACILITIES

The contractor shall comply with the provisions of [Chapter 18](#) in the state of Alaska.

26.0. CIVILIAN HEALTH CARE OF UNIFORMED SERVICE MEMBERS

The contractor shall comply with the provisions of [Chapter 19](#) for services in the state of Alaska provided through the Supplemental Health Care Program.

27.0. DEMONSTRATIONS

The contractor shall comply with the provisions of [Chapter 20](#) for eligible beneficiaries in the state of Alaska.

28.0. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)

The contractor shall comply with the provisions to [Chapter 21](#) when administering the TRICARE Program in the state of Alaska.

29.0. TRICARE DUAL ELIGIBLE FISCAL INTERMEDIARY CONTRACT

The contractor shall not be responsible for services that are the responsibility of the TDEFIC contractor in the state of Alaska. This does not relieve the MCSC from their customer service responsibilities to dual-eligible beneficiaries.

30.0. TRICARE POLICY MANUAL (TPM)

The contractor shall comply with all provisions of the TRICARE Policy Manual for services and supplies provided in the state of Alaska.

31.0. TRICARE REIMBURSEMENT MANUAL (TRM)

The contractor shall comply with all provisions of the TRICARE Reimbursement Manual for services and supplies provided in the state of Alaska.

32.0. TRICARE SYSTEMS MANUAL (TSM)

The contractor shall comply with all provisions of the TRICARE Systems Manual for services and supplies provided in the state of Alaska.

