

# CIVILIAN HEALTH CARE OF UNIFORMED SERVICE MEMBERS

SECTION SUBJECT

---

- 1 GENERAL**
  - 1.0. Introduction
  - 2.0. Service Point Of Contact (SPOC)
  - 3.0. Contractor Responsibilities
  - 4.0. Supplemental Health Care Program Differences
- 2 PROVIDERS OF CARE**
  - 1.0. General
  - 2.0. Department Of Veteran’s Affairs
- 3 CONTRACTOR RESPONSIBILITIES**
  - 1.0. Contractor Receipt And Control Of Claims
  - 2.0. Types Of Care
  - 3.0. Coverage
  - 4.0. Medical Records
  - 5.0. Reimbursement
  - 6.0. End of Processing
  - 7.0. Voucher
  - 8.0. HCSR Submittal
  - 9.0. Reports For SHCP
  - 10.0. Contractor’s Responsibility To Respond to Inquiries
  - 11.0. Dedicated SHCP Unit
- 4 PAYMENT FOR CONTRACTOR SERVICES RENDERED**
  - 1.0. Voucher Submissions
  - 2.0. Payment To The Contractor
  - 3.0. Audits And Inspection Of The Contractor’s Records

**ADDENDUM A - POINTS OF CONTACT**

**ADDENDUM B - SERVICE POINT OF CONTACT (SPOC) REVIEW FOR AUTHORIZATION: PROTOCOLS AND PROCEDURES**

- 1.0. Interconnectivity Between the Contractor and MMSO (the SPOC for Army, Air Force, Navy, Marine Corps and Coast Guard)

**ADDENDUM C - EXAMPLE NOTIFICATION LETTER**

I

