

CONTRACTOR TO CONTRACTOR TRANSITION GUIDE

DATES	OUTGOING CONTRACTOR	TMA	INCOMING CONTRACTOR
Contract Award Through Start of Services	Continues to use the DCS to resolve potential duplicate claim sets.	Loads identifying and other information regarding the incoming contractor, the contract and region into the DCS. 30 - 45 days prior to the start of Services, TMA installs DCS software and trains the incoming contractor staff on the use of the DCS.	Purchases, configures and tests computer hardware, software and communications links required to operate the DCS no later than 60 days prior to the start of Services.
Start of Services Through The Last Day of The Third Month Following The Start of Services (Three Months)	Continues to use the DCS to resolve potential duplicate claim sets.	TMA begins the ongoing process of identifying and loading potential duplicate claim sets associated with the incoming contractor. Within 60 days following Services, TMA prepares a "mass change" specification form which is to be executed on the first day of the fourth month after Services, for a "mass change" to transfer all potential duplicate claim sets involving non-financially underwritten claims from the outgoing contractor's DCS to the incoming contractor's DCS.	Incoming contractor begins using the DCS to resolve identified potential duplicate claim sets "owned" by the incoming contractor.
Note: This schedule shall be incorporated into the transition plans for the outgoing contractor and the incoming contractor. Actual dates shall be established in the transition plans.			

TRICARE OPERATIONS MANUAL 6010.51-M, AUGUST 1, 2002

CHAPTER 10, ADDENDUM D

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DATES	OUTGOING CONTRACTOR	TMA	INCOMING CONTRACTOR
<p>Last Day of The Third Month Following The Start of Services</p>	<p>At the close of business, the outgoing contractor shall cease researching non-financially underwritten <i>Open</i> claim sets and initiating new recoupments associated with non-financially underwritten duplicate claim payments. The outgoing contractor shall also cease entering refund data and linking adjustment data in the DCS for <i>Pending</i> and <i>Validate</i> non-financially underwritten claim sets.</p> <p>The outgoing contractor shall continue using the DCS to perform all DCS functions for claim sets associated with financially underwritten claims including researching <i>Open</i> claim sets, initiating new recoupments, entering refund data and linking adjustment data.</p>		<p>Continues researching and resolving potential duplicate claim sets.</p>
<p>First Day of The Fourth Month Following Services</p>	<p>Beginning on the first day of the fourth month following Services, refund checks received and offsets taken for recoupments associated with non-financially underwritten duplicate claims payments and recoupment files associated with in progress non-financially underwritten duplicate claim recoupments shall be processed and forwarded to the incoming contractor in accordance with the Financial Procedures in the Transition Plan, the contract, and the Operations Manual.</p>	<p>A “mass change” is initiated transferring all of the outgoing contractor’s non-financially underwritten DCS data to the incoming contractor’s DCS.</p>	<p>Outgoing contractor’s non-financially underwritten DCS data appears on the incoming contractor’s DCS.</p> <p>Incoming contractor begins performing DCS research, recoupment, and resolution functions on non-financially underwritten potential duplicate claim sets transferred from the outgoing contractor as well as continuing to resolve their own duplicate claim sets.</p>
<p>Note: This schedule shall be incorporated into the transition plans for the outgoing contractor and the incoming contractor. Actual dates shall be established in the transition plans.</p>			

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<p>First Day of The Fourth Month Through The Last Day of HCSR <i>or</i> TED Submissions For The Outgoing Contractor (as defined by the transition schedule)</p>	<p>The outgoing contractor shall continue using the DCS to perform all DCS functions for claim sets associated with financially underwritten claims including researching <i>Open</i> claim sets and initiating new recoupments.</p> <p>The outgoing contractor shall have moved 100% of all <i>Open</i> DCS claim sets to a <i>Pending, Validate, or Closed</i> status by the last day of HCSR <i>or</i> TED submissions (as defined by the transition plan).</p>	<p>TMA prepares to have the outgoing contractor's passwords deleted from the DCS effective on the first day following the last day of HCSR <i>or</i> TED submissions for the outgoing contractor (as defined by the transition schedule).</p> <p>TMA shall generate monthly reports showing the status of the outgoing contractor's network claim sets.</p>	<p>Continues to research and resolve potential duplicate claim sets appearing on the DCS.</p> <p>By the last day of the sixth month following Services, the incoming contractor shall have completed the required research and have moved a sufficient number of <i>Open</i> sets to a <i>Pending, Validate, or Closed</i> status to ensure compliance with DCS performance standards which become effective for the incoming contractor on first day of the seventh month following Services.</p>
<p>First Day of The Seventh Month Following Services</p>		<p>Generates DCS reports to verify that the incoming contractor is in compliance with performance standards.</p>	<p>The DCS performance standards shall be in effect (see Chapter 1, Section 3, paragraph 6.0 for the DCS performance standards).</p>
<p>Last Day of HCSR <i>or</i> TED Submissions For The Outgoing Contractor (as defined by the transition schedule)</p>	<p>By the close of business, the outgoing contractor shall generate any DCS reports it wishes for its records.</p>		<p>Continues to research and resolve potential duplicate claim sets appearing on the DCS.</p>
<p>First Day Following The Last Day of HCSR <i>or</i> TED Submissions For The Outgoing Contractor (as defined by the transition schedule)</p>	<p>Outgoing contractor can no longer access the DCS.</p>	<p>Outgoing contractor's DCS passwords are deleted.</p> <p>TMA generates DCS management reports showing the status of all DCS sets owned by the outgoing contractor.</p> <p>TMA will change the Responsible FI of all claims from the outgoing contractor to FI 99.</p> <p><i>Open</i> claim sets owned by FI 99 are moved to a <i>Closed</i> status. <i>Pending</i> claim sets owned by FI 99 are moved to a <i>Validate</i> status.</p>	<p>Continues to research and resolve potential duplicate claim sets appearing on the DCS.</p>
<p>Note: This schedule shall be incorporated into the transition plans for the outgoing contractor and the incoming contractor. Actual dates shall be established in the transition plans.</p>			

