

## MARKETING, ENROLLMENT, AND SUPPORT SERVICES

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### 1.0. MARKETING

Enrollment in the TRICARE Prime Remote Program (TPR) is mandatory for *Active Duty Service Members* (ADSMs) who qualify for the program (see [Section 1, paragraph 2.0.](#)); therefore, the MCS contractor shall limit marketing activities for TPR-enrollees to distributing the marketing materials provided by the Government. The Regional Director (RD) will determine the initial supply of materials required and the MCS contractor shall forward materials to the TPR Program Units. The contractor shall include enrollment forms for the TPR Program in the ADSM marketing materials.

### 2.0. ENROLLMENT

2.1. The RD will, on an as needed basis, but at least semi-annually, provide the contractor with an update to the TPR directory of units whose members are eligible for enrollment in the program according to [Chapter 17, Section 1, paragraph 3.0.](#)

2.2. An enrollment application (supplied by the contractor) must be completed and signed by either the ADSM or the ADSM's unit commander for each ADSM enrolling in the TPR Program. The completed and signed application will be submitted to the contractor. The effective date for TPR Program enrollment is the date the contractor receives the signed enrollment application.

- *A signed enrollment application includes those with (1) an original signature, (2) an electronic signature offered by and collected by the contractor, or (3) the self attestation by the beneficiary when using the Beneficiary Web Enrollment (BWE) system. An ADSM signature is not required to make enrollment changes using the Enrollment Portability process outlined in [Chapter 6, Section 2, paragraph 1.4.](#) A signature from an ADSM, although desired, is not required to complete Prime enrollment as enrollment in Prime is mandatory per the TRICARE Policy Manual (TPM), [Chapter 10, Section 2.1, paragraph A.](#)*

2.3. ADSM enrollment in the TPR Program will be for the tour of duty. Enrollment transfers or disenrollments will occur upon change of duty location out of the region, transfer into an MTF/clinic Prime Service Area (PSA), retirement, or separation from the service. The ADSM will be responsible for notifying the contractor when an enrollment transfer is needed. The contractor shall follow enrollment portability and transfer procedures in [Chapter 6, Section 2.](#)

2.4. The contractor shall enroll the ADSM into the Defense Enrollment Eligibility Reporting System (DEERS) via DEERS Online Enrollment System (DOES). The TPR enrollment card is provided by DMDC. When processing TPR enrollment applications from

ADSM Astronauts, the contractor shall not assign the astronauts to a network or other TRICARE authorized Primary Care Manager (PCM). The NASA providers shall provide primary care for the ADSM Astronauts and the contractor shall use the PCM (unassigned) procedure when enrolling ADSM Astronauts into the TPR program. The contractor shall coordinate referrals and authorizations from the NASA providers for TPR enrolled ADSM Astronauts in accordance with [Chapter 17, Section 2, paragraph 5.3.](#) and its subordinate paragraphs.

### 3.0. PCM ASSIGNMENT

At the time of enrollment, an ADSM will select (or will be assigned) a PCM in the local community, if available. An ADSM without an assigned PCM may use a local TRICARE-authorized provider for primary care.

### 4.0. EDUCATION

4.1. The Government will provide all education materials unique to the *TPR Program*. Educational issues include the *PCM* concept (and what procedures to follow when a network PCM is not assigned), how to access care in and out of the area using the contractor, how to access specialty care through the contractor and *Service Point of Contact (SPOC)*, and information on filing medical claims.

4.2. The Government will provide all TPR enrollees with information about how to obtain self-care manuals. The contractor shall give ADSMs and their family members the option of participating in health promotion and wellness programs offered in MTF *PSAs* and Prime program locations established by the contractor.

4.3. Educational activities in the *TPR Program* areas shall involve the joint efforts of the service unit of the ADSM, the SPOCs, the Service Medical Departments, the *RD*, and the contractor. The contractor shall distribute TMA-supplied educational materials unique to the *TPR Program*. The contractor is responsible for postage, envelopes, and mailing costs for distributing educational material.

5.0. The contractor shall include *TPR Program* information and updates as part of all TRICARE briefings. Ongoing briefings will be on an "as needed" basis and will be coordinated with the *RD*. The contractor shall maintain records of the briefings to include a summary of the briefings with the dates, times, locations, and lists of attendees. The contractor may propose alternative methods for supplying educational information to ADSMs eligible to enroll in the *TPR Program*. The *RD* and the Military Services will provide TPR briefings on an "as needed" basis.

### 6.0. SUPPORT SERVICES

#### 6.1. General

The requirements and standards in [Chapters 1 and 12](#), apply to the *TPR Program* unless otherwise stated in this chapter.

## **6.2. Inquiries**

**6.2.1.** The contractor shall designate a point of contact for Government (*RD*, TMA, and Military Service) inquiries related to the *TPR* Program. The contractor may establish a dedicated unit for responding to inquiries about the *TPR* Program and the Supplemental Health Care Program (*SHCP*) (see [Chapter 18](#), Civilian Care Referred by MHS Facilities, and [Chapter 19](#), Civilian Health Care of Uniformed Service Members). The contractor shall respond to all inquiries--written, telephone, walk-in, etc.-- that are not related to dental care or to SPOC reviews of medical care. The contractor shall forward all inquiries that specifically address dental care or SPOC review of medical care to the TPR enrollee's SPOC for response. The requirements and standards in [Chapter 1, Section 3](#), apply to TPR inquiries.

## **6.3. Toll-Free Telephone Service**

The contractor shall provide a dedicated toll-free telephone line or extension for TPR Program beneficiary inquiries. This line may also serve the *SHCP* beneficiaries (see [Chapters 18 and 19](#)). See [Chapter 1, Section 3](#) for telephone standards. The contractor shall handle provider inquiries through the contractor's provider inquiry system.

