

Chapter 11

Beneficiary Education And Support Division (BE&SD)

Section/Addendum	Subject/Addendum Title
1	Education Requirements
2	Government Staff And Beneficiary Education
3	Beneficiary, Congressional, Media, Beneficiary Counselling and Assistance Coordinator (BCAC), Debt Collection Assistance Officer (DCAO), And Health Benefit Advisor (HBA) Relations
4	Inquiry Services Department - General
5	Correspondence Control, Processing, And Appraisal
6	Telephone Inquiries
7	Allowable Charge Reviews
8	Grievances And Grievance Processing
9	Collection Actions Against Beneficiaries
A	TRICARE Logo Figure 11.A-1 Requirements And Guidelines For The Use Of The TRICARE Logo

