

Other Contract Requirements

1.0 CUSTOMER SERVICE

1.1 Telephone Inquiries

The contractor shall provide nationwide (to include Hawaii, Alaska, and Puerto Rico) toll-free telephone service that is fully staffed and provides continuous service during normal business hours. During normal business hours for the caller's time zone, callers must be offered the option of speaking with a customer service representative. Telephone access outside of normal business hours for the caller's time zone may be by automated means, such as a provision for leaving messages and/or for obtaining information via an automated response mechanism. Responses must be furnished within the time frames mandated under TDEFIC.

1.2 Written Inquiries

The contractor shall respond promptly and meaningfully to all written inquiries, including inquiries received via e-mail. Responses must be furnished within the time frames mandated under TDEFIC.

1.3 Education Requirements

1.3.1 The education of TRICARE beneficiaries and providers will be accomplished through a collaborative effort with Defense Health Agency (DHA) Communications. This collaboration will ensure information and education about the TRICARE for Life (TFL) Program changes and/or additions to benefits are effectively provided. Educational activities include targeted beneficiary and provider education related to specific issues. Issues may be identified by the Government or the contractor.

1.3.2 The contractor shall submit an education plan that outlines how TRICARE beneficiaries and providers will be informed and educated on all aspects of the TFL Program. DHA and DHA Communications will review the plan and provide appropriate feedback for recommended changes.

1.3.3 Required Educational Materials

1.3.3.1 The Government will furnish all beneficiary educational materials which may include printed and electronic media. Materials developed by the Government and distributed in support of the TFL Program will be selected on the basis of recommendations by the contractor, the Program Manager, DHA leadership and others with interests and concerns about the information being provided to TRICARE/Medicare dual eligible beneficiaries, and other stakeholders. DHA Communications and the DHA Program Office will review all recommendations and will prioritize

TRICARE Operations Manual 6010.56-M, February 1, 2008

Chapter 20, Section 4

Other Contract Requirements

the educational products to be developed. The contractor will be responsible for the distribution of Government-furnished materials to TFL beneficiaries.

1.3.3.2 The contractor shall furnish claim forms, claim completion instructions, the TFL Handbook, Defense Enrollment Eligibility Reporting System (DEERS) information and other TFL educational materials upon request to beneficiaries, providers, and congressional offices. The contractor shall establish and maintain effective communications with all TRICARE/Medicare dual eligible beneficiaries.

2.0 MEDICARE CROSSOVER FEES

Medicare crossover fees are paid to Medicare contractors by the DHA contractors. These fees cover the transmission of data on paid claims from the Medicare contractor to DHA contractors in order to facilitate DHA processing as second payer on the TFL claims. The contractor shall submit non-TRICARE Encounter Data (TED) vouchers covering these expenses to DHA on an as needed basis, generally once or twice a month.

- END -