

TRICARE Area Office (TAO) Director/Military Treatment Facility (MTF) And Contractor Interfaces

1.0 GENERAL

All TRICARE requirements regarding government/contractor interfaces shall apply to the TRICARE Overseas Program (TOP) unless specifically changed, waived, or superseded by the provisions of this section; the TRICARE Policy Manual (TPM), [Chapter 12](#); or the TRICARE contract for health care support services outside the 50 United States and District of Columbia (hereinafter referred to as the "TOP contract"). See [Chapter 15](#) for additional instructions.

2.0 GOVERNMENT/CONTRACTOR RESPONSIBILITIES

2.1 The Memorandum of Understanding (MOU) requirements outlined in [Chapter 15, Section 1](#) are **superseded for the TOP by a requirement for annual Statements of Responsibilities (SORs)**. The TOP contractor shall enter into a **SOR** with each TRICARE Area Office (TAO) Director to address region-specific issues and procedures, and with each Military Treatment Facility (MTF) commander to address local issues and procedures. MTFs with oversight/control of subordinate military clinics (a parent/child Defense Medical Information System (DMIS) relationship) shall be addressed in a single **SOR** between the parent MTF and the contractor. The model **SOR in Section J of the TOP contract** may be used as a guide for the development of TOP **SORs**, or any other MOU format may be adopted as long as all required components are addressed and the format is mutually acceptable to the Government and the TOP contractor.

2.2 **SORs should be reviewed and approved annually; however, minor updates (e.g., telephone number changes) should be annotated as changes occur.** Beginning with Option Period 2, **SORs** may be re-executed by the development of a cover sheet which identifies any changes in processes/staff since the previous **SOR** was signed. This cover sheet (with appropriate signatures) along with any updated/revised attachments, will be accepted as a properly re-executed **SOR** when submitted with the original **SOR**. **Re-executed MOUs must be completed (and approved) no later than 30 calendar days prior to the start of each new option period.**

2.3 **SORs** shall identify MTF hours/days of operation, to include any holiday or training days, and other unique issues regarding MTF operation (e.g., inclement weather procedures). The MTFs shall ensure that the **SOR** is updated as **such** changes occur.

2.4 **SORs** shall include a process for ongoing, regular communication between TAOs, MTFs, and the contractor regarding anticipated changes that may affect health care delivery for TOP beneficiaries (e.g., deployments, increase/decrease in MTF capacity and capabilities, change in troop strength/number of command sponsored family member billets, etc.).

2.5 The provisions of [Chapter 15, Sections 2 and 3](#) are not applicable to the TOP.

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2.6 The TOP contractor shall immediately notify the TAO Directors and **TRICARE Overseas Program Office (TOPO)** of any changes to telephone and/or fax numbers **for contractor facilities or key personnel**.

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