

TRICARE Operations Manual 6010.59-M, April 1, 2015

Revision: C-5, August 28, 2017

Foreword

Chapter 1 - Administration

Chapter 2 - Transitions

Chapter 3 - Financial Administration

Chapter 4 - Provider Certification And Credentialing

Chapter 5 - Provider Networks

Chapter 6 - Enrollment

Chapter 7 - Medical Management (MM), Utilization Management (UM), And Quality Management (QM)

Chapter 8 - Claims Processing Procedures

Chapter 9 - Records Management (RM)

Chapter 10 - Claims Adjustments And Recoupments

Chapter 11 - Beneficiary Education and Support (BE&S)

Chapter 12 - Appeals And Hearings

Chapter 13 - Program Integrity

Chapter 14 - Reports

Chapter 15 - TRICARE Regional Offices (TROs)/Military Treatment Facility (MTF)/ Enhanced Multi-Service Market (eMSM) and Contractor Interfaces

Chapter 16 - TRICARE Prime Remote (TPR) Program

Chapter 17 - Supplemental Health Care Program (SHCP)

Chapter 18 - Demonstrations And Pilot Projects

Chapter 19 - Health Insurance Portability and Accountability Act (HIPAA) of 1996

Chapter 20 - TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC)

TRICARE Operations Manual 6010.59-M, April 1, 2015

Chapter 21 - TRICARE Alaska

Chapter 22 - Reserve Component Health Coverage Plans

Chapter 23 - TRICARE Pharmacy (TPharm)

Chapter 24 - TRICARE Overseas Program (TOP)

Chapter 25 - TRICARE Young Adult (TYA)

Chapter 26 - Continued Health Care Benefit Program (CHCBP)

Chapter 27 - Prime Service Area (PSA) Reduction Policies And Effective Dates

Appendix A - Definitions

Index