

## Accountable Care Organization (ACO) Demonstration - TRICARE Manuals Exclusion List

Revision: C-62, January 28, 2020

Chapter and Section titles and numbers listed below are current as of September 27, 2019. The Addendum may be updated by the Government if there are significant changes to the TRICARE Manuals' structure.

**FIGURE 29.D-1 TRICARE OPERATIONS MANUAL (TOM)**

CHAPTER	SECTION	TITLE	DETAILS
1	<b>ADMINISTRATION</b>		
	3	TRICARE Processing Standards	Exclude paragraphs 1.1 and 1.2 for Tier 1 <sup>1</sup> care. Exclude paragraph 1.3 (Network Adequacy); paragraphs 1.4 - 1.8 and 6.0 only apply to inpatient claims.
	4	Management	Paragraphs 2.2, 2.4, and 4.0 only apply to inpatient claims.
2	<b>TRANSITIONS</b>		
	1	Management and Administration	Exclude.
	2	Systems Development	Exclude.
	3	Critical Processes (CP) - Provider Networks	Exclude.
	4	Critical Processes (CP) - Enrollment	Exclude.
	5	Critical Processes (CP) - Customer Service	Exclude.
	6	Critical Processes (CPs) - Management - Military Treatment Facilities (MTFs)/Enhanced Multi-Service Markets (eMSMs)	Exclude.
	7	Critical Processes (CPs) - Referral Management	Exclude.
	8	Critical Processes (CPs) - Claims Processing	Exclude.
	9	Critical Processes (CPs) - Medical Management	Exclude.
10	Other requirements	Exclude.	
3	<b>FINANCIAL ADMINISTRATION</b>		
	2	Payments To Beneficiaries/Providers	Exclude for care by Tier 1 providers <sup>1</sup> .
	3	Claim Refund And Collection Procedures	Exclude for care by Tier 1 providers <sup>1</sup> .
	4	Stale Dated, Voided, Or Returned Checks	Exclude for care by Tier 1 providers <sup>1</sup> .
Tier 1 providers are part of the Southeast Permanente Medical Group, Inc (TSPMG).			

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Chapter 29, Addendum D

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**FIGURE 29.D-1 TRICARE OPERATIONS MANUAL (TOM)**

CHAPTER	SECTION	TITLE	DETAILS
4	<b>PROVIDER CERTIFICATION AND CREDENTIALING</b>		
	1	General	Paragraphs 2.2 - 2.4, 3.0, 5.0 and Addendum A only apply to inpatient.
6	<b>ENROLLMENT</b>		
	1	TRICARE Prime And TRICARE Select Enrollment Processing	Exclude paragraphs 1.8 and 4.0.
5	<b>PROVIDER NETWORKS</b>		
	1	Network Development	Exclude.
7	<b>MEDICAL MANAGEMENT (MM), UTILIZATION MANAGEMENT (UM), AND QUALITY MANAGEMENT (QM)</b>		
	2	Preauthorizations	Exclude for Tier 1 providers <sup>1</sup> .
8	<b>CLAIMS PROCESSING PROCEDURES</b>		
	4	Signature Requirements	Exclude for Tier 1 providers <sup>1</sup> .
10	<b>CLAIMS ADJUSTMENT AND RECOUPEMENTS</b>		
	4	Overpayments Recovery - Non-Financially Underwritten Funds	Exclude.
11	<b>COMMUNICATIONS AND CUSTOMER SERVICE (C&amp;CS)</b>		
	1	Education Requirements	Exclude.
	2	Government Staff and Beneficiary Education	Exclude paragraphs 1.0, 2.0, 3.0 and 8.0.
	6	Telephone Inquires	Exclude paragraph 5.0.
15	<b>TRICARE REGIONAL OFFICES (TROs)/MILITARY TREATMENT FACILITY (MTF)/ENHANCED MULTI-SERVICE MARKET (eMSM) AND CONTRACTOR INTERFACES</b>		
	1	Director, TRICARE Regional Offices (TROs), Military Treatment Facility (MTF) Commander/Enhanced Multi-Service Market (eMSM) Manager, and Contractor Interface	Exclude.
	2	Resource Sharing	Exclude.
	3	Clinical Support Agreement (CSA) Program	Exclude.
	A	Memorandum Of Understanding (MOU) - Example	Exclude.
16	<b>TRICARE PRIME REMOTE (TPR) PROGRAM</b>		
	1	General	Exclude.
	2	Health Care Providers and Review Requirements	Exclude.
	3	Enrollment, Beneficiary Education, and Support Services	Exclude.
	4	Contractor Responsibilities and Reimbursement	Exclude.
	5	Reports	Exclude.
	6	TRICARE Prime Remote For Active Duty Family Member (TPRADFM) Program	Exclude.
	A	Points Of Contact (POCs)	Exclude.
	B	Specified Authorization Staff (SAS) Review: Protocols And Procedures	Exclude.
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**FIGURE 29.D-1 TRICARE OPERATIONS MANUAL (TOM)**

CHAPTER	SECTION	TITLE	DETAILS
<b>17</b>	<b>SUPPLEMENTAL HEALTH CARE PROGRAM (SHCP)</b>		
	1	General	Exclude for care inside the designated ACO Demonstration area.
	2	Providers of Care	Exclude for care inside the designated ACO Demonstration area.
	3	Contractor Responsibilities	Exclude for care inside the designated ACO Demonstration area.
	A	Points Of Contact (POCs)	Exclude for care inside the designated ACO Demonstration area.
	B	Specified Authorization Staff (SAS) Review For Authorization: Protocols And Procedures	Exclude for care inside the designated ACO Demonstration area.
	C	Memorandum Of Agreement (MOA) Between Department Of Veterans Affairs (DVA) And Department Of Defense (DoD) For Processing Payment For Disability Compensation And Pension Examinations (DCPE) In The Integrated Disability Evaluation System (IDES)	Exclude for care inside the designated ACO Demonstration area.
D	Memorandum Of Agreement (MOA) Between Department Of Veterans Affairs (DVA) And Department Of Defense (DoD) For Medical Treatment Provided To Service Members With Spinal Cord Injury (SCI), Traumatic Brain Injury (TBI), Blindness, Or Polytraumatic Injuries	Exclude for care inside the designated ACO Demonstration area.	
<b>18</b>	<b>DEMONSTRATIONS AND PILOT PROJECTS (EXCEPT VALUE-BASED INITIATIVES)</b>		
	4	Department Of Defense (DoD) Comprehensive Autism Care Demonstration	Exclude.
	A	Participation Agreement For Comprehensive Autism Care Demonstration Corporate Services Provider (ACSP)	Exclude.
<b>20</b>	<b>TRICARE DUAL ELIGIBLE FISCAL INTERMEDIARY CONTRACT (TDEFIC)</b>		
	1	General	Exclude.
	2	Jurisdiction	Exclude.
	3	Claims Processing For TRICARE Dual Eligibles	Exclude.
	4	Other TRICARE Dual Eligibles Contract Requirements	Exclude.
	5	TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) Contractor Transition	Exclude.
<b>21</b>	<b>TRICARE ALASKA</b>		
	1	TRICARE Alaska	Exclude.
<b>22</b>	<b>RESERVE COMPONENT HEALTH COVERAGE PLANS</b>		
	1	TRICARE Reserve Select (TRS)	Exclude.
	2	TRICARE Retired Reserve (TRR)	Exclude.
	A	Figures	Exclude.
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**FIGURE 29.D-1 TRICARE OPERATIONS MANUAL (TOM)**

CHAPTER	SECTION	TITLE	DETAILS
<b>23</b>	<b>TRICARE PHARMACY (TPHARM)</b>		
	1	General	Exclude for care within the PSA.
	2	Out-of-Jurisdiction Claims	Exclude.
	3	Pharmacy Claims Processing	Exclude.
	4	Other Contract Requirements	Exclude.
	5	Transition	Exclude.
<b>26</b>	<b>CONTINUED HEALTH CARE BENEFIT PROGRAM (CHCBP)</b>		
	1	Eligibility And Coverage	Exclude.
	A	Continued Health Care Benefit Program (CHCBP) Premiums	Exclude.
<b>27</b>	<b>PRIME SERVICE AREA (PSA) REDUCTION POLICIES AND EFFECTIVE DATES</b>		
	1	Prime Service Area (PSA) Reduction Policies And Effective Dates	Exclude.
<b>28</b>	<b>PRESCRIPTION MONITORING PROGRAM (PMP)</b>		
	1	Prescription Monitoring Program (PMP)	Exclude from Quarterly reporting (paragraphs 3.0 through 8.0).
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**FIGURE 29.D-2 TRICARE POLICY MANUAL (TPM)**

CHAPTER	SECTION	TITLE	DETAILS
<b>1</b>	<b>ADMINISTRATION</b>		
	9.1	Individual Case Management Program For Persons With Extraordinary Conditions (ICMP-PEC)	Exclude.
	13.1	Relationship Between TRICARE and Employer-Sponsored Group Health Plans (GHPs)	Exclude.
<b>4</b>	<b>SURGERY</b>		
	1.2	Treatment Of Unfortunate Sequelae And/Or Medically Necessary Follow-On Care Subsequent To Authorized Noncovered Initial Surgery Or Treatment In A Military Treatment Facility (MTF)/ Enhanced Multi-Service Market (eMSM)	Exclude.
<b>8</b>	<b>OTHER SERVICES</b>		
	9.1	Pharmacy Benefits Program	Exclude.
	15.1	Custodial Care Transitional Policy (CCTP)	Exclude.
<b>12</b>	<b>TRICARE OVERSEAS PROGRAM (TOP)</b>		
	1.1	TRICARE Overseas Program (TOP)	Exclude.
	1.2	TRICARE Overseas Program (TOP) Medical Benefit Variations	Exclude.
	1.3	Outside The 50 United States And The District Of Columbia Locality-Based Reimbursement Rate Waiver	Exclude.

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**FIGURE 29.D-3 TRICARE REIMBURSEMENT MANUAL (TRM)**

CHAPTER	SECTION	TITLE	DETAILS
<b>1</b>	<b>GENERAL</b>		
	20	State Agency Billing	Exclude.
<b>4</b>	<b>DOUBLE COVERAGE</b>		
	1	Double Coverage	Exclude.
	2	Double Coverage Review And Processing Of Claims	Exclude.
	3	Coordination Of Benefits (COB)	Exclude.
	4	Specific Double Coverage Actions	Exclude.

**FIGURE 29.D-4 TRICARE SYSTEMS MANUAL (TSM)**

CHAPTER	SECTION	TITLE	DETAILS
<b>3</b>	<b>DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)</b>		
	5.1	Defense Enrollment Eligibility Reporting System (DEERS) Functions In Support Of The TRICARE Dental Program (TDP) And The TRICARE Retiree Dental Program (TRDP)	Exclude.
	5.2	Defense Enrollment Eligibility Reporting System (DEERS) Functions In Support Of The TRICARE Active Duty Dental Program (ADDP)	Exclude.

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