

Figures

FIGURE 12.A-1 APPOINTMENT OF REPRESENTATIVE AND AUTHORIZATION TO DISCLOSE INFORMATION

(Reproduce Locally)

SAMPLE FORMAT

I appoint (**Print/Type Name and Address of Representative**) to act as my representative in connection with my appeal under [32 CFR 199.10](#), Appeal and Hearing Procedures. To avoid the possibility of a conflict of interest, I understand that an officer or employee of the United States, to include an employee or member of a Uniformed Service, an employee of a Uniformed Service legal office, an MTF Provider or a Health Benefits Advisor, is not eligible to serve as a representative. An exception to this is made when an employee of the United States or member of a Uniformed Service is representing an immediate family member.

I authorize the TRICARE Management Activity (TMA) to release to said representative, information related to my medical treatment, and if necessary, photocopies of any medical records which may be required for adjudication of my claim for TRICARE benefits.

I understand that the representative shall have the same authority as the party to the appeal and notice given to the representative shall constitute notice to the party.

This consent will expire upon the issuance of the final agency decision regarding my appeal; however, I reserve the right to withdraw this authorization at any time.

(Date)

(Signature of Person Giving Consent)

Prohibition on redisclosure:

Further disclosure of information by the appointed representative may only be made in accordance with the provisions of the Privacy Act of 1974, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and other applicable Federal law.

TRICARE Operations Manual 6010.56-M, February 1, 2008

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Figures

FIGURE 12.A-2 APPEAL SUMMARY LOG, TMA FORM 607

| APPEAL SUMMARY LOG | | | | | | | | | | |
|--|---|---|--------------------------------------|---|------------------------------|-----------------------------|--------------------------|--|----------------------|--|
| PART I. TO BE COMPLETED BY MANAGED CARE SUPPORT CONTRACTOR | | | | | | | | | | |
| APPEALING PARTY | | | | CONTRACTOR'S CASE IDENTIFICATION NO. | | | DATE PREPARED | | | |
| <input type="checkbox"/> PROVIDER <input type="checkbox"/> BENEFICIARY <input type="checkbox"/> REPRESENTATIVE | | | | BENEFICIARY | | | DATE OF BIRTH | | | |
| APPEALING PARTY'S ADDRESS | | | | <input type="checkbox"/> TRICARE ENROLLEE <input type="checkbox"/> TRICARE EXTRA <input type="checkbox"/> TRICARE STANDARD | | | | | | |
| SPONSOR | | SPONSOR SSN | | REPRESENTATIVE'S NAME (IF APPLICABLE) | | | | | | |
| <input type="checkbox"/> ACTIVE DUTY <input type="checkbox"/> RETIRED <input type="checkbox"/> DECEASED | | | | BENEFICIARY'S RELATIONSHIP TO SPONSOR | | | | | | |
| PROVIDER'S INFORMATION (LIST ADDITIONAL PROVIDERS IN COMMENT SECTION) | | | | | | | | | | |
| NAME(S) (ALL PROVIDERS) | | | | | | | | | | |
| 1. | | | <input type="checkbox"/> NON-NETWORK | <input type="checkbox"/> NETWORK | BENEFICIARY HELD HARMLESS | | | | | |
| 2. | | | <input type="checkbox"/> NON-NETWORK | <input type="checkbox"/> NETWORK | <input type="checkbox"/> YES | <input type="checkbox"/> NO | | | | |
| 3. | | | <input type="checkbox"/> NON-NETWORK | <input type="checkbox"/> NETWORK | <input type="checkbox"/> YES | <input type="checkbox"/> NO | | | | |
| 4. | | | <input type="checkbox"/> NON-NETWORK | <input type="checkbox"/> NETWORK | <input type="checkbox"/> YES | <input type="checkbox"/> NO | | | | |
| 5. | | | <input type="checkbox"/> NON-NETWORK | <input type="checkbox"/> NETWORK | <input type="checkbox"/> YES | <input type="checkbox"/> NO | | | | |
| YES | NO | | | MEDICAL NECESSITY DETERMINATION | | | <input type="checkbox"/> | FACTUAL DETERMINATION <input type="checkbox"/> | | |
| <input type="checkbox"/> | <input type="checkbox"/> | PROPER APPEALING PARTY? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | BENEFICIARY ELIGIBILITY ESTABLISHED? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | DOUBLE COVERAGE? (IF YES, NAME OF OTHER PLAN) | | _____ | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | MEDICAID COVERAGE? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | PARTICIPATING PROVIDER? (IF NON-NETWORK) | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | NONAVAILABILITY STATEMENT REQUIRED? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | TIMELY FILED? (IF YES, DATE MAILED/RECEIVED) | | _____ | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | WAIVER OF LIABILITY APPLICABLE? | | | | | | | | |
| AMOUNT IN DISPUTE DATA (IF ADDITIONAL CLAIMS, LIST ON ADDITIONAL SHEETS) | | | | | | | | | | |
| (See reverse for instructions) | | | | | | | | | | |
| Date Of Service | (a) Initial Determination Date | (b) ICN(s) Of Claims Appealed | (c) Billed Charges | (d) Allowable Charges | (e) Amount Denied | (f) Deductible Amount | AMOUNT PAID BY | | | |
| | | | | | | | (g) Other INS | (h) TRICARE | (i) Cost Share | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Comments (Identify Service): | | | | | | | | | | |
| Managed Care Support Contractor Point of Contact: | | | | | | | | | | |
| PART II. TO BE COMPLETED BY NATIONAL QUALITY MONITOR CONTRACTOR (IF APPLICABLE) | | | | | | | | | | |
| SECOND RECONSIDERATION Determination | | | | | | | | | | |
| YES | NO | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | PROPER APPEALING PARTY? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | TIMELY FILED? (IF YES, DATE MAILED/RECEIVED) | | _____ | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | WAIVER OF LIABILITY APPLICABLE? | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | AMOUNT IN DISPUTE REMAINS \$900 OR MORE? | | | | | | | | |
| TQMC Point of Contact | | | | | | DATE PREPARED | | | | |

TMA FORM 607
REV. JAN. 88

FIGURE 12.A-2 APPEAL SUMMARY LOG, TMA FORM 607 (CONTINUED)

PREPARATION OF AMOUNT IN DISPUTE DATA

- a. Initial determination date.....Enter date of the initial determination, which is usually the TRICARE Explanation of Benefits (EOB) date.
- b. ICN(s) of claims appealed.....Enter the ICN of each claim being appealed.
- c. Billed charges.....Enter total amount billed for this (these) claim(s).
- d. Allowable charges.....Enter total allowable amount. For purposes of determining "amount in dispute," include the amount which would have been "allowable" if the service/supply denied would have been payable.
- e. Amount denied.....Enter the amount of the "allowable charges," which were denied. Do not include any "allowable charge" reductions.
- f. Deductible amount.....Enter amount of deductible, if any, applied to this (these) claim(s).
- g. Amount paid by other insurance.....Enter amount of other insurance payment applicable.
- h. Amount paid by TRICARE.....Enter amount actually paid by TRICARE on this (these) claim(s).
- i. Amount paid by cost-share.....Enter amount actually to be paid by the beneficiary/sponsor. If other insurance covers the entire cost-share, enter Ø.

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FIGURE 12.A-3 PROFESSIONAL QUALIFICATIONS, TMA FORM 780

Form Approved
OMB No.: 0720-0005
Expires: 31 May 07

| PROFESSIONAL QUALIFICATIONS MEDICAL/PEER REVIEWERS | |
|--|---|
| <p>The Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0720-0005), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> | |
| Privacy Act Statement | |
| AUTHORITY: | 10 U.S.C. 1079, 1086 and 1092 |
| PRINCIPAL PURPOSE: | To solicit the professional qualifications of medical specialists and their credentials for Medical/Peer Reviewers positions. Individuals selected will review medical documentation contained in appeal or hearing case files. |
| ROUTINE USE: | |
| DISCLOSURE: | None. Voluntary. No effect on respondents for not providing requested information. |
| Physician's/Reviewer's Name: | Year of Birth: |
| Address: | |
| Medical Education | |
| State: | Year of Degree: |
| School: | Year of License: |
| American Specialty Boards: | |
| Specialties: | |
| Type of Practice: | |
| National Scientific Medical Societies: | |

CHAMPUS Form 780
May 2004

Previous editions are obsolete

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FIGURE 12.A-3 PROFESSIONAL QUALIFICATIONS, TMA FORM 780 (CONTINUED)

| PROFESSIONAL APPOINTMENTS | | |
|--|----------|-------|
| State: | School: | |
| Title and Current status | | |
| Other Information: | | |
| SOURCES OF INFORMATION (PROFESSIONAL LISTING) | | |
| Name of Directory: | | |
| Year: | Edition: | Page: |
| Other Sources: | | |

FIGURE 12.A-4 LETTER TO PROPER APPEALING PARTY WHEN REVIEW HAS BEEN REQUESTED BY AN IMPROPER APPEALING PARTY

An appeal in your behalf has been received from **(Name of Person who requested Appeal)**. Under [32 CFR 199.10](#), **(Name of Person)**, is not an appropriate appealing party, and, consequently, the request cannot be accepted as an appeal.

The TRICARE case file does not indicate that you have appointed anyone as representative to act in your behalf. Therefore, if you wish to appeal you have the following options:

- a. Appeal in your behalf.
- b. Appoint a representative who may request an appeal in your behalf.

If you intend to appeal in your own behalf or through a duly-appointed representative, the appeal must be received within 20 days of the date of this letter or by the appeal deadline set forth in the initial determination notice (whichever is later).

An Appointment of Representative form is enclosed for your convenience should you wish to appoint a representative. Your correspondence should be addressed to:

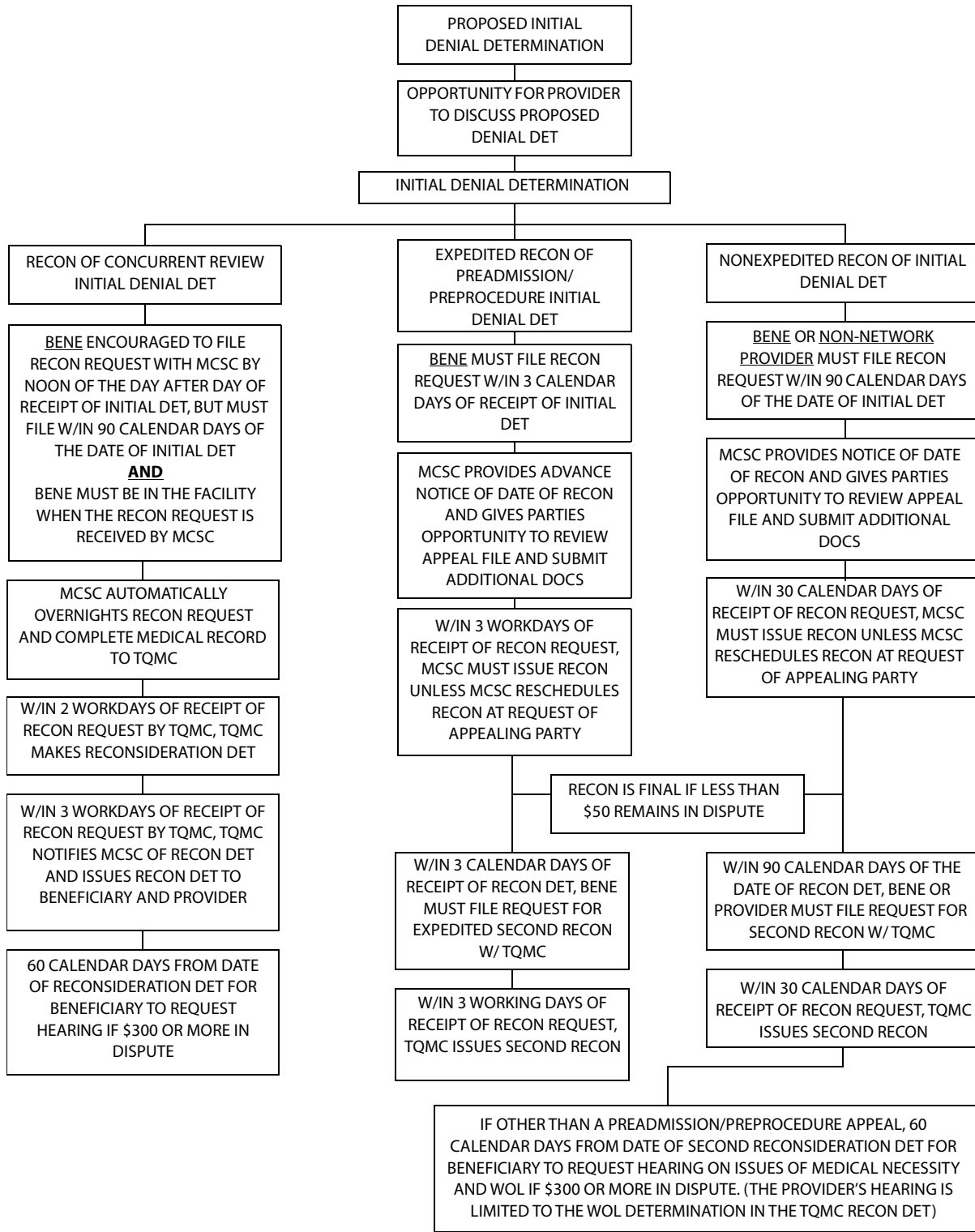
(Contractor's Name And Address)

Signature

cc:

Improper Appealing Party

FIGURE 12.A-5 TRICARE APPEALS PROCESS - MEDICAL NECESSITY DENIALS



WAIVER OF LIABILITY
 RETROSPECTIVE DETERMINATIONS ISSUED BY THE MCSC AND THE TQMC MUST ADDRESS WAIVER OF LIABILITY AS SET FORTH IN 32 CFR 199.4(h), AND THE TRICARE POLICY MANUAL (TPM), Chapter 1, Section 4.1.

FIGURE 12.A-6 TRICARE APPEALS PROCESS - FACTUAL DETERMINATIONS

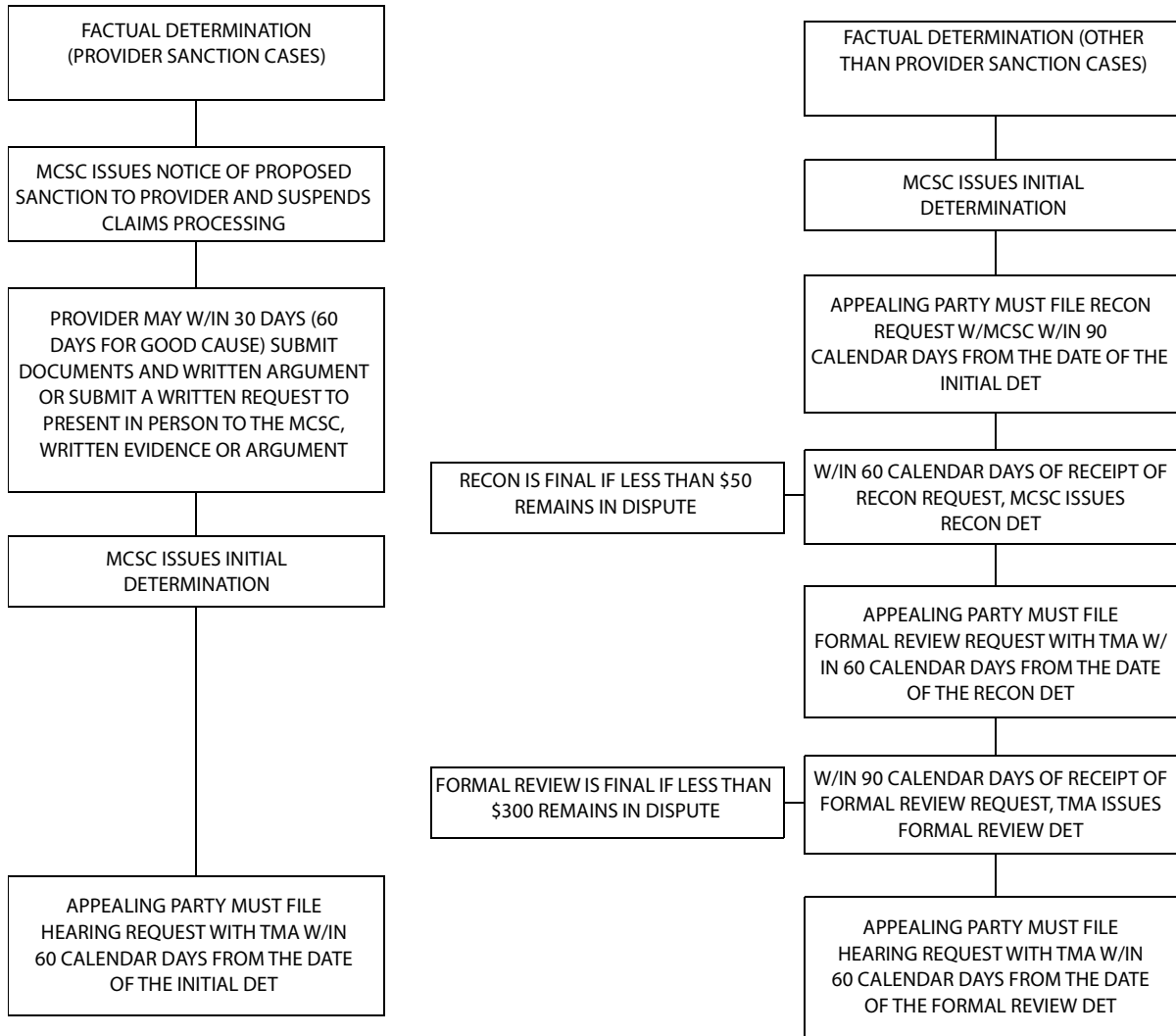
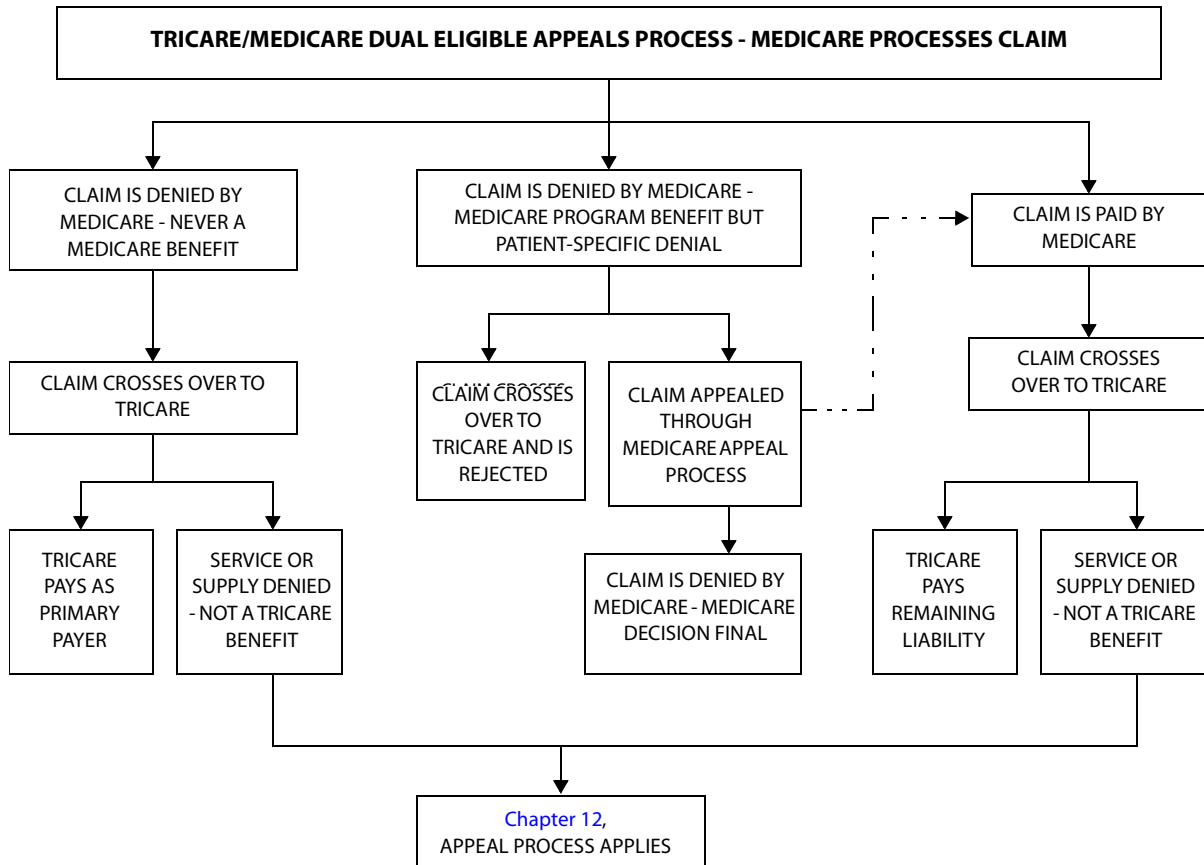


FIGURE 12.A-7 TRICARE/MEDICARE DUAL ELIGIBLE APPEAL PROCESS - MEDICARE PROCESSES CLAIM



- END -

