

## Director of TRICARE Regional Offices (TROs)/Military Treatment Facility (MTF) Commanders and Enhanced Multi-Service Market (eMSM) Interface

The contractor shall assist the Regional Director (RD), Military Treatment Facility (MTF) Commanders, and Enhanced Multi-Service Markets (eMSMs) (as appropriate within each region) in coordinating health care delivery in their Prime Service Areas (PSAs) and in ensuring the optimal use of MTF capacities. No later than 90 calendar days following contract award, the contractor shall meet with each MTF Commander, Clinic Commander, eMSM, and the TRICARE Regional Office (TRO) Chief Operating Officers (COOs) to develop a Memorandum of Understanding (MOU) with each facility and eMSM. The contractor shall prepare and present to each facility a draft MOU No Later Than (NLT) the 75th calendar day prior to the first option period. By the 60th calendar day prior to the start of the first option period, a MOU shall be executed between the contractor, each individual MTF Commander, eMSM, and the RD on these responsibilities. All MOUs shall be approved by the Procuring Contracting Officer (PCO) and the RD. Annually, the MOUs shall be re-executed and approved by the RD and the PCO. A sample MOU is shown in Addendum A. Each MOU shall contain the following provision: "Contract personnel working in the Department of Defense (DoD) MTFs shall comply with all local Employee Health Program (EHP) and Federal Occupational Safety and Health Act (OSHA) Bloodborne Pathogens (BBP) Program requirements." Copies of local program documentation may be obtained through the TRO COOs. The contractor shall also execute MOUs with the TRO COOs which incorporate the contractor's MOUs with each MTF and eMSMs as attachments. The contractor shall provide copies of each MOU executed to the PCO, TMA, through the RD, within 10 calendar days following the execution of the MOU.

### 1.0 COORDINATION PROCEDURES TO ENSURE BALANCED WORKLOADS

The contractor shall meet with the TRO COO, each MTF Commander, and eMSM to discuss referral patterns and to enter into written agreements to ensure balanced workloads between the military and civilian components of the Military Health System (MHS). These agreements shall provide mechanisms to reallocate workloads, establish priorities for needed network development, and determine Primary Care Manager (PCM) assignment locations for enrollees. The agreements shall also include methods by which the contractor shall ensure that any MTF underutilization is remedied via changes in contractor referral patterns. The agreements may be modified during the year; however, all agreements/modifications shall be concurred upon by the RD prior to implementation. The contractor shall be kept updated on the current status of MTF capabilities through close liaison. The contractor shall be responsible for initiating meetings and/or other actions with the TRO COOs, MTF Commanders, and eMSMs to assist in remedying problems which can be resolved within the scope of the contractor's responsibility and authority. The contractor shall follow the direction of the MTF Commanders and eMSMs, in consonance with the RD requirements, regarding the priorities for the assignment of enrollees to PCMs. Additionally, the contractor shall respond to requests for meetings initiated by the RD, TRO COOs, and MTF

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Commanders. The contractor shall provide appropriate staff to meet with the RD, TRO COOs, and/or MTF Commanders and eMSMs within two work days of receiving either a verbal or written request.

## 2.0 RD AND MTF INTERFACE FOR PRIMARY CARE MANAGEMENT

Both civilian and military individual providers may act as PCMs for TRICARE Prime. During the MOU development process, the contractor shall obtain guidelines from the RD or designee, MTF Commanders, and eMSMs for PCM assignment (by category of beneficiary) or choice for enrollees who reside in the MTFs' PSAs. MTF Commanders will designate whether these enrollees shall have MTF or network PCMs. The contractor shall assign enrollees to PCMs in accordance with the RD or designee, MTF Commanders', and eMSMs determinations.

## 3.0 RD, eMSM, AND MTF INTERFACE FOR SPECIALTY SERVICES

The contractor shall obtain direction from the RD or designee, the MTF Commanders, and eMSMs regarding which specific specialty services shall be referred to the MTF. Nonenrollees shall be encouraged to use available MTF specialty services in lieu of civilian providers.

## 4.0 RD/MTF AND CONTRACTOR INTERFACES FOR THE DoD HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY PRIVACY REGULATION

4.1 The contractor shall forward initial and annual privacy risk assessments and action plans to the RD through the PCO for review and monitoring of compliance. (See Chapter 19, Section 3.)

4.2 The contractor shall forward all requests for non-routine disclosures through the RD or to the TMA Privacy Officer. (See Chapter 19, Section 3.)

4.3 The contractor shall provide a courtesy copy of all amendment response extensions to the RD. (See Chapter 19, Section 3.)

## 5.0 ADMINISTRATIVE COORDINATION WITH THE RD, eMSM, AND THE MTF

The contractor shall meet with each MTF Commander and eMSMs or designee monthly and with the RD or designee at least quarterly to facilitate activity coordination between the MTFs and civilian networks. These meetings shall review current contractor activities in quality management, utilization management, marketing, network development, external resource sharing and other activities such as briefings to provider or beneficiary groups or interface with congressional or other Governmental officials. The MTF Commander, eMSM, and/or RD designee may specify the target audience for any briefing. The frequency of these meetings may be reduced at the discretion of the RD.

## 6.0 RD, eMSM, AND MTF COMMANDER LIAISON

The contractor shall provide assistance to the RD or designee, MTF Commander, eMSM, and their designees in coordination of TRICARE Prime. The contractor shall ensure that the RD or designee, MTF Commanders, and eMSM have access to contractor personnel to facilitate MTF interface activities and shall ensure that MTF Commanders and eMSMs are kept informed of their

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program or policy changes which affect the MTF.

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