

Special Reports

1.0 GENERAL

1.1 The contractor shall provide special programming reports to the TRICARE Management Activity (TMA) on an "as needed" basis. The TMA Procuring Contracting Officer (PCO) will not request a special programming report more than six times per contract period. The PCO will tell the contractor what information to include in the report. Examples of these reports include claims history data (either limited or complete) by provider, including one or more sub-identifiers; beneficiary; specific diagnosis(es); specific procedure code(s); and/or geographic region delineated by zip code(s). The contractor shall submit the reports by means of electronic medium or a disc as specified by the PCO. The contractor shall provide the completed reports to the PCO at TMA-Aurora within 60 calendar days of the date on the written request from the PCO.

1.2 If special reports are requested by TMA, the contractor must inform the PCO of the cost, if any. Upon approval of the cost estimate, the contractor shall complete the special report within the time requested by TMA unless a different delivery date is approved.

2.0 REPORTS TO MILITARY TREATMENT FACILITY (MTF) COMMANDERS

The contractor shall submit to MTF Commanders the following reports with information specific to their MTF or Prime Service Areas (PSAs) (frequencies shall be the same as those specified in the contract Contract Data Requirements List (CDRL)). Unless otherwise directed, the reports shall be provided directly to the MTF Commander by means of electronic medium or disk as specified by the MTF Commander. A copy of all MTF specific reports plus a summary report of all MTFs in the region shall be provided to the Regional Director (RD) at the same time the reports are provided to MTF Commanders. Only information concerning the specific RD's region should be provided. All reports shall be submitted in the formats required by the RD.

- Network Adequacy Report
- Enrollment Report (Active Duty Enrollees to MTF)
- Provider and Beneficiary Satisfaction Surveys
- Utilization Management Report
- Case Management Report
- Enrollment Program Progress Report
- Contingency Program Plan
- Referrals from Right of First Refusals (ROFRs)
- Clinical Support Agreement (CSA) Report

3.0 INTERNAL QUALITY MANAGEMENT/QUALITY IMPROVEMENT (QM/QI) PROGRAM

The contractor shall electronically submit documents describing the QM/QI Program to the RD and PCO within 30 calendar days of contract award. All updates or changes to the program are

to be submitted within 20 calendar days of the update or change.

4.0 INTERNAL QUALITY MANAGEMENT/QUALITY IMPROVEMENT (QM/QI) REPORT

If problems are identified through the contractor's internal QM/QI Program, the contractor shall electronically submit a QM/QI report to the RD and PCO within 10 days of the month when the problem was identified. The report shall include corrective actions planned/initiated. A monthly update/status report shall be submitted until all corrective actions have been achieved.

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