

Contractor To Contractor Transition Guide

DATES	OUTGOING CONTRACTOR	DEFENSE HEALTH AGENCY (DHA)	INCOMING CONTRACTOR
Contract Award Through Start of Services	Continues to use the Duplicate Claims System (DCS) to resolve potential duplicate claim sets.	Loads identifying and other information regarding the incoming contractor, the contract and region into the DCS. 30 - 45 days prior to the start of Services, DHA installs DCS software and trains the incoming contractor staff on the use of the DCS.	Purchases, configures and tests computer hardware, software and communications links required to operate the DCS No Later Than (NLT) 60 days prior to the start of Services.
Start of Services Through The Last Day of The Fourth Month Following The Start of Services (four months)	Continues to use the DCS to resolve potential duplicate claim sets.	DHA begins the ongoing process of identifying and loading potential duplicate claim sets associated with the incoming contractor. Within 60 days following Services, DHA prepares a "mass change" specification form which is to be executed on the first day of the fifth month after Services, for a "mass change" to transfer all potential duplicate claim sets from the outgoing contractor's DCS to the incoming contractor's DCS.	Incoming contractor begins using the DCS to resolve identified potential duplicate claim sets "owned" by the incoming contractor.
Last Day of The Fourth Month Following The Start of Services	At the close of business, the outgoing contractor shall cease researching <i>Open</i> claim sets and initiating new recoupments associated with duplicate claim payments. The outgoing contractor shall also cease entering refund data and linking adjustment data in the DCS for <i>Pending</i> and <i>Validate</i> claim sets.		Continues researching and resolving potential duplicate claim sets.

Note: This schedule shall be incorporated into the transition plans for the outgoing contractor and the incoming contractor. Actual dates shall be established in the transition plans.

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Chapter 9, Addendum C

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From The First Day of The Fifth Month Following Services	Beginning from the first day of the fifth month following Services, and after the DCS Mass Change has run , refund checks received and offsets taken for recoupments associated with duplicate claims payments and recoupment files associated with in progress duplicate claim recoupments shall be packaged and forwarded to the incoming contractor in accordance with the Financial Procedures in the Transition Plan, the contract, and the TRICARE Operations Manual (TOM).	A “mass change” is initiated transferring all of the outgoing contractor’s DCS data to the incoming contractor’s DCS.	Outgoing contractor’s DCS data appears on the incoming contractor’s DCS. Incoming contractor begins performing DCS research, recoupment, and resolution functions on potential duplicate claim sets transferred from the outgoing contractor as well as continuing to resolve their own duplicate claim sets.
First Day of The Fifth Month Through The Last Day of TED Submissions For The Outgoing Contractor (as defined by the transition schedule)	Before or after the first day of the fifth month, and by the last day of TED submissions (as defined by the transition plan) , the outgoing contractor shall have moved 100% of all <i>Open</i> DCS claim sets to a <i>Pending</i> , <i>Validate</i> , or <i>Closed</i> status.	DHA prepares to have the outgoing contractor’s access removed from the DCS effective on the first day following the last day of TED submissions for the outgoing contractor (as defined by the transition schedule). DHA shall generate monthly reports showing the status of the outgoing contractor’s network claim sets.	Continues to research and resolve potential duplicate claim sets appearing on the DCS. By the last day of the sixth month following Services , the incoming contractor shall have completed the required research and have moved a sufficient number of <i>Open</i> sets to a <i>Pending</i> , <i>Validate</i> , or <i>Closed</i> status to ensure compliance with DCS performance standards which become effective for the incoming contractor on the first day of the seventh month following Services .
First Day of The Seventh Month Following Services		Generates DCS reports to verify that the incoming contractor is in compliance with performance standards.	The DCS performance standards shall be in effect (see Chapter 1, Section 3, paragraph 6.0 for the DCS performance standards).
Last Day of TED Submissions For The Outgoing Contractor (as defined by the transition schedule)	By the close of business, the outgoing contractor shall generate any DCS reports it wishes for its records.		Continues to research and resolve potential duplicate claim sets appearing on the DCS.
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First Day Following The Last Day of TED Submissions For The Outgoing Contractor (as defined by the transition schedule)	Outgoing contractor can no longer access the DCS.	Outgoing contractor's DCS access is removed. DHA generates DCS management reports showing the status of all DCS sets owned by the outgoing contractor.	Continues to research and resolve potential duplicate claim sets appearing on the DCS.

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