

Chapter 11

Communications and Customer Service (C&CS)

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Section/Addendum	Subject/Addendum Title
1	Education Requirements
2	Government Staff And Beneficiary Education
3	Beneficiary, Congressional, Media, Beneficiary Counseling and Assistance Coordinator (BCAC), and Debt Collection Assistance Officer (DCAO) Relations
4	Inquiry Services Department - General
5	Correspondence Control, Processing, And Appraisal
6	Telephone Inquiries
7	Allowable Charge Reviews
8	Grievances And Grievance Processing
9	Collection Actions Against Beneficiaries
A	TRICARE Logo
Figure 11.A-1	Requirements And Guidelines For The Use Of The TRICARE Logo

