

## Chapter 24

## Section 16

# TRICARE Area Office (TAO) Director/Military Treatment Facility (MTF) And Contractor Interfaces

Revision: C-72, September 10, 2020

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### 1.0 GENERAL

All TRICARE requirements regarding Government/contractor interfaces shall apply to the TRICARE Overseas Program (TOP) unless specifically changed, waived, or superseded by the provisions of this section; the TRICARE Policy Manual (TPM), [Chapter 12](#); or the TRICARE contract for health care support services outside the 50 United States (U.S.) and District of Columbia (hereinafter referred to as the "TOP contract"). [Chapter 15](#) does not apply to the TOP contract.

### 2.0 GOVERNMENT/CONTRACTOR RESPONSIBILITIES

**2.1** The TOP contractor shall enter into a [Statement of Responsibilities \(SOR\)](#) with each [TRICARE Area Office \(TAO\)](#) Director to address region-specific issues and procedures, and with each MTF Commander to address region-specific issues and procedures. MTFs with oversight/control of subordinate military clinics (a parent/child Defense Medical Information System (DMIS) relationship) shall be addressed in a single SOR between the parent MTF and the contractor. The model SOR described in DD Form 1423, Contract Data Requirements List (CDRL), located in Section J of the applicable contract, may be used as a guide for the development of TOP SORs, or any other SOR format may be adopted as long as all required components are addressed and the format is mutually acceptable to the Government and the TOP contractor.

**2.2** Signed SORs shall be [in effect for the duration of the TOP contract or until the MTF or TAO and/or TOP contractor determines a change is warranted](#). Minor updates (e.g., telephone number changes) should be annotated as changes occur). SORs may be re-executed by the development of a cover sheet which identifies any changes in processes/staff since the previous SOR was signed. This cover sheet (with appropriate signatures) along with any updated/revised attachments, will be accepted as a properly re-executed SOR when submitted with the original SOR.

**2.3** SORs shall identify MTF hours/days of operation, to include any holiday or training days, and other unique issues regarding MTF operation (e.g., inclement weather procedures). The MTFs shall ensure that the [SOR](#) is updated as such changes occur.

**2.4** SORs shall include a process for ongoing, regular communication between TAOs, MTFs, and the contractor regarding anticipated changes that may affect health care delivery for TOP beneficiaries (e.g., deployments, increase/decrease in MTF capacity and capabilities, change in troop strength/number of command sponsored family member billets, etc.).

**TRICARE Operations Manual 6010.59-M, April 1, 2015**

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**2.5** The TOP contractor shall immediately notify the TAO Directors and TOP Office (TOPO) of any changes to telephone and/or fax numbers for contractor facilities or key personnel.

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