

## System Implementation And Operational Requirements

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This section describes implementation requirements for the Duplicate Claims System (DCS). It also defines policies and procedures for the operation of the system.

### 1.0 SYSTEM COMPONENTS

The DCS is a web-based application operating as a customized graphical user interface. The application runs under Microsoft® Internet Explorer (MSIE), Version 5.5, 6.0, or 7.0, or as directed by the Government, and interfaces with tables that store the Duplicate Claims database. Access to the DCS will be through MSIE, Version 5.5, 6.0, or 7.0, or as directed by the Government.

### 2.0 SYSTEM REQUIREMENTS

The requirements below are for software and security.

#### 2.1 Communications Requirements

Contractors are required to connect their hardware to the DCS through the Patient Encounter Processing and Reporting (PEPR) Portal using MSIE, Version 5.5, 6.0, or 7.0, or as directed by the Government. The contractor must ensure that the connection has been tested.

#### 2.2 Optional Software

The contractor may, at its own option and expense, procure and utilize full version database management software packages such as Microsoft Access®, dBase®, Paradox For Windows®, etc., on the DCS PCs for the purpose of generating customized queries and reports utilizing optionally downloaded ASCII fixed length files that can be created by the DCS. Downloaded ASCII fixed length files may also be imported into Microsoft Excel®.

#### 2.3 Security Requirements - Defense Health Agency (DHA) Form 834, Patient Encounter Processing and Reporting (PEPR) Account Activation Request Form

**2.3.1** The contractor shall identify an **Information Security Officer** to oversee the DCS registration process. DCS registration requires the submission of one **application**, for each user, **through Enterprise Common Access Card (CAC) Registration Services (ECRS):** [https://sso.csd.disa.mil/amserver/UI/Login?org=cac\\_pki&authlevel=3&ecrs=true&goto=https://sso.csd.disa.mil/idm/mhs/CACRegistration.do](https://sso.csd.disa.mil/amserver/UI/Login?org=cac_pki&authlevel=3&ecrs=true&goto=https://sso.csd.disa.mil/idm/mhs/CACRegistration.do). Each DCS user shall complete the **electronic** form and provide the required information, i.e., certification of completion of IA training.

**2.3.2** In order to access the DCS **and ECRS**, users shall obtain a CAC from the DHA, see the TRICARE Systems Manual (TSM), [Chapter 1, Section 1.1](#). CACs will be issued following receipt and processing of properly completed registration and security forms. Contractor users shall provide

the required information, and submit the completed form to their DCS **Information Security Officer** for signature and transmittal to DHA.

**2.3.3** DCS data shall be encrypted. Encryption specifications will be provided by DHA. See the TSM, [Chapter 1](#) for additional security and communications requirements.

### **3.0 CONNECTIVITY**

Connectivity will be through the Internet to the PEPR Portal via MSIE, Version 5.5, 6.0, or 7.0, or as directed by the Government.

### **4.0 SYSTEM SUPPORT**

**4.1** For DCS support, contractors shall call the **DHA Global Service Center** at **1-800-600-9332**, then follow the prompts to the DCS. This will take the user to the San Antonio Help Desk.

**4.2** System upgrades will occur automatically when users sign on to the system.

### **5.0 SYSTEM INSTALLATION AND TRAINING**

#### **5.1 Contractor Installation Responsibilities**

The contractor shall install the MSIE, or as directed by the Government, and Adobe Reader, on their hardware, and establish connectivity to the PEPR Portal. In addition to the communications software required to establish connectivity to the web-based DCS, contractors are responsible for installing their preferred operating system on their hardware.

#### **5.2 Training**

DHA will provide training to prospective users of the DCS. The training may be on-line or in person at a central location. DHA will coordinate with each contractor once the approach is defined.

### **6.0 CONTRACTOR POINTS OF CONTACT (POC)**

**6.1** To resolve multi-contractor duplicate claim sets, the contractors shall communicate and coordinate with each other (see [Section 6](#)). For each regional contract for which a contractor is responsible, the contractor shall identify at least one individual to serve as the DCS POC. Contractor POCs must be individuals who are, or will be, trained in the use of the DCS, and are able to perform the required research and determine whether a particular claim is within their processing jurisdiction. For each regional contract for which they are responsible, the contractor shall provide the name(s), title(s), business address(es), and business telephone number(s) of their POCs to the Procuring Contracting Officer (PCO), with courtesy copies to the Contracting Officer Representatives (CORs) and to the DHA DCS Program Representative. The POCs shall be provided to the PCO no later than (NLT) two weeks prior to implementation of the DCS.

**6.2** Prior to system implementation, DHA will provide each contractor with the list of all DCS POCs. Whenever a new contract is awarded, DHA will notify all contractors of the new contractor's

POC. Once the initial listing is provided to the contractors, it is the responsibility of each contractor to maintain the listing and keep DHA and the other contractors informed of any changes.

## 7.0 OPERATING PROCEDURES

**7.1** For each regional contract for which a contractor is responsible, or for the TRICARE Dual Eligible FI Contract (TDEFIC), the contractor shall develop internal operating procedures for the DCS. These internal operating procedures shall designate the responsible areas for the various duplicate claims resolution functions and establish time lines. For example, one contractor may decide that the adjustment unit shall be responsible for scanning the DCS on a weekly basis for the appearance of adjustments submitted and for closing sets. Another contractor may decide that the unit responsible for researching potential duplicate claims should also be responsible for scanning for adjustments and closing the sets on a daily basis.

**7.2** Contractor contract requirements for overpayment recovery, refunds and offsets, adjustments, etc., including timeliness requirements, apply to the operation of the DCS. As a result, operating procedures shall be developed which are consistent with all applicable contract requirements. Procedures must be established to ensure that recoupments are initiated in a timely manner following the research determination that a duplicate payment had been made. In other words, procedures must specify that after a decision has been made by the person responsible for determining that a duplicate payment was made, recoupment must be initiated in a timely manner and must be consistent with all overpayment recovery timeliness standards.

**7.3** The contractor shall develop these procedures within 60 days of the date of system implementation and have them available for DHA review.

## 8.0 CONTRACTOR PERFORMANCE REQUIREMENTS

**8.1** The contractor shall use the TRICARE DCS to resolve DHA identified potential duplicate claims payments.

**8.2** The contractor shall move *Open* status potential duplicate claim sets to *Pending*, *Validate*, or *Closed* status on a first-in/first-out basis. To this end, contractor performance will be measured against the percentage of claim sets in *Open* status at the end of a month with Current Load Dates over 30 days old. No more than 10% of the potential duplicate claim sets remaining in *Open* status at the end of a month shall have Current Load Dates over 30 days old. Contractor compliance with this standard shall be determined from the Performance Standard Report generated by the DCS (see [Addendum D](#), Summary Management Report titled "Performance Standards", for a description and example of the Performance Standard Report). The 10% standard becomes effective on the first day of the seventh month following the start of services or following system installation whichever is later.

**8.3** The contractor shall not be responsible for meeting the performance standard during any month in which availability of the DCS is prevented for two working days due to failure of any system component for which the Government is responsible. The Government is responsible for: DHA servers on which the DCS data resides; Government-supplied communications lines, if any; Government-supplied routers, if any; Government-supplied Channel Sending Unit (CSU)/Data Sending Unit (DSU) equipment that connect the routers to the communication lines, if any; and the DCS application software.

**8.4** The contractor shall be responsible for their own PCs, printers, PC operating system software, and in-house communications software and equipment, including in-house Wide Area Network (WAN)/Local Area Network (LAN) equipment, circuits, and routers. Contractors are responsible for any contractor-supplied communication lines, contractor-supplied routers, and contractor-supplied CSU/DSU equipment that connect the routers to the communication lines. Contractors are responsible for contractor-supplied internal and external networks, network connections to the routers, firewalls, and all software (including operating system, application, and network software) other than the DCS application-related software. The contractor shall install and maintain hardware with MSIE, or as directed by the Government, and Adobe Reader. The contractor shall maintain its own networks, including hardware and software (other than the DCS software). DHA will fully support the DCS application software.

**8.5** All overpayment recovery, refund, offset collection and adjustment requirements, including timeliness standards, are applicable to the operation of the DCS.

## **9.0 TRANSITIONS**

The date when an incoming contractor will assume full responsibility for resolving all existing potential duplicate claim sets from the outgoing contractor (including completing existing recoupments), and for all new potential duplicate claim sets, shall be determined during transition meetings and be established in the transition plan/schedule.

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