

2011 Military Health System Conference

TRICARE Overseas Contract

Operational Aspects of the New Contract & Transition “Lessons Learned”

The Quadruple Aim: Working Together, Achieving Success

Danita Hunter, Mike Talisnik, and Debra Hatzel

January 24, 2011



TRICARE Overseas Program Branch, TMA

Report Documentation Page

Form Approved
OMB No. 0704-0188

Public reporting burden for the collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to a penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1. REPORT DATE 24 JAN 2011		2. REPORT TYPE		3. DATES COVERED 00-00-2011 to 00-00-2011	
4. TITLE AND SUBTITLE TRICARE Overseas Contract: Operational Aspects of the New Contract & Transition 'Lessons Learned'				5a. CONTRACT NUMBER	
				5b. GRANT NUMBER	
				5c. PROGRAM ELEMENT NUMBER	
6. AUTHOR(S)				5d. PROJECT NUMBER	
				5e. TASK NUMBER	
				5f. WORK UNIT NUMBER	
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Military Health System, TRICARE Management Activity, 5111 Leesburg Pike, Skyline 5, Falls Church, VA, 22041				8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)				10. SPONSOR/MONITOR'S ACRONYM(S)	
				11. SPONSOR/MONITOR'S REPORT NUMBER(S)	
12. DISTRIBUTION/AVAILABILITY STATEMENT Approved for public release; distribution unlimited					
13. SUPPLEMENTARY NOTES presented at the 2011 Military Health System Conference, January 24-27, National Harbor, Maryland					
14. ABSTRACT					
15. SUBJECT TERMS					
16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT	18. NUMBER OF PAGES	19a. NAME OF RESPONSIBLE PERSON
a. REPORT	b. ABSTRACT	c. THIS PAGE			
unclassified	unclassified	unclassified	Same as Report (SAR)	11	

Overview



- Contract Requirements
- Contract Challenges
- Transition
- Contract Start-up
- Lessons Learned

Contract Requirements



- Networks in Military Treatment Facility (MTF) locations and designated remote areas
- Referral management
- Medical management
- Enrollment
- Beneficiary/provider services
- Claims processing
- Data access and security
- Quality management/quality improvement

Contract Challenges



- 10-month transition timeline
- Data quality/systems integration issues
- Memorandums of Understanding (MOUs)
- Barriers to network development
- Host nation provider perceptions and concerns
- DoD Information Assurance Certification and Accreditation Process (DIACAP)
- Enrollment transfers from legacy contracts

Contract Challenges (continued)



- Authorization requirements for care in Continental United States (CONUS)
- Beneficiary and provider education
- External claims review/audit contract
- Beneficiary and provider surveys
- Timely filing requirements
- Ongoing policy changes (e.g., TRICARE Retired Reserve (TRR) program)
- Supplemental Health Care Program (SHCP)

Transition



- Contract deliverables (reports/plans)
- DIACAP certification/systems integration
- Network development issues
 - Indemnification clause
 - Standardization of claims forms
 - Legacy payment processes
- Enrollment issues
 - Enrollment backlog
 - Erroneous/missing enrollment letters

Contract Start-Up



- Health care delivery began on time
- Referral and Authorization Management
- Call Center services/telephone support
- Interim authorization processes
- Beneficiary and provider education/outreach
- Access to contractor data
- Network penetration rates
- Claims processing statistics

Lessons Learned



- Initiate DIACAP discussions immediately following contract award
- Establish realistic base period (12 months)
- Develop MOU template early (pre-award)
- Standardize procedures whenever possible
- Use Integrated Product Teams (IPTs) for complex modifications and processes
- Data quality and access is critical to success
- **COMMUNICATION!!!**

Looking Ahead



- Contract surveillance/audits
- Phase-out of interim authorization process
- Refine and finalize processes for Durable Medical Equipment (DME) and CONUS care
- Maintain and increase provider network
- SHCP working group/contract modification
- TRICARE Young Adult benefit
- MOU annual updates

Summary



*Coming together is a beginning.
Keeping together is progress.
Working together is success.*

~Henry Ford

*Teamwork doesn't tolerate the inconvenience
of distance.*

~Author Unknown



Questions?

Thank you for attending!