

2009 Defense Community Conference

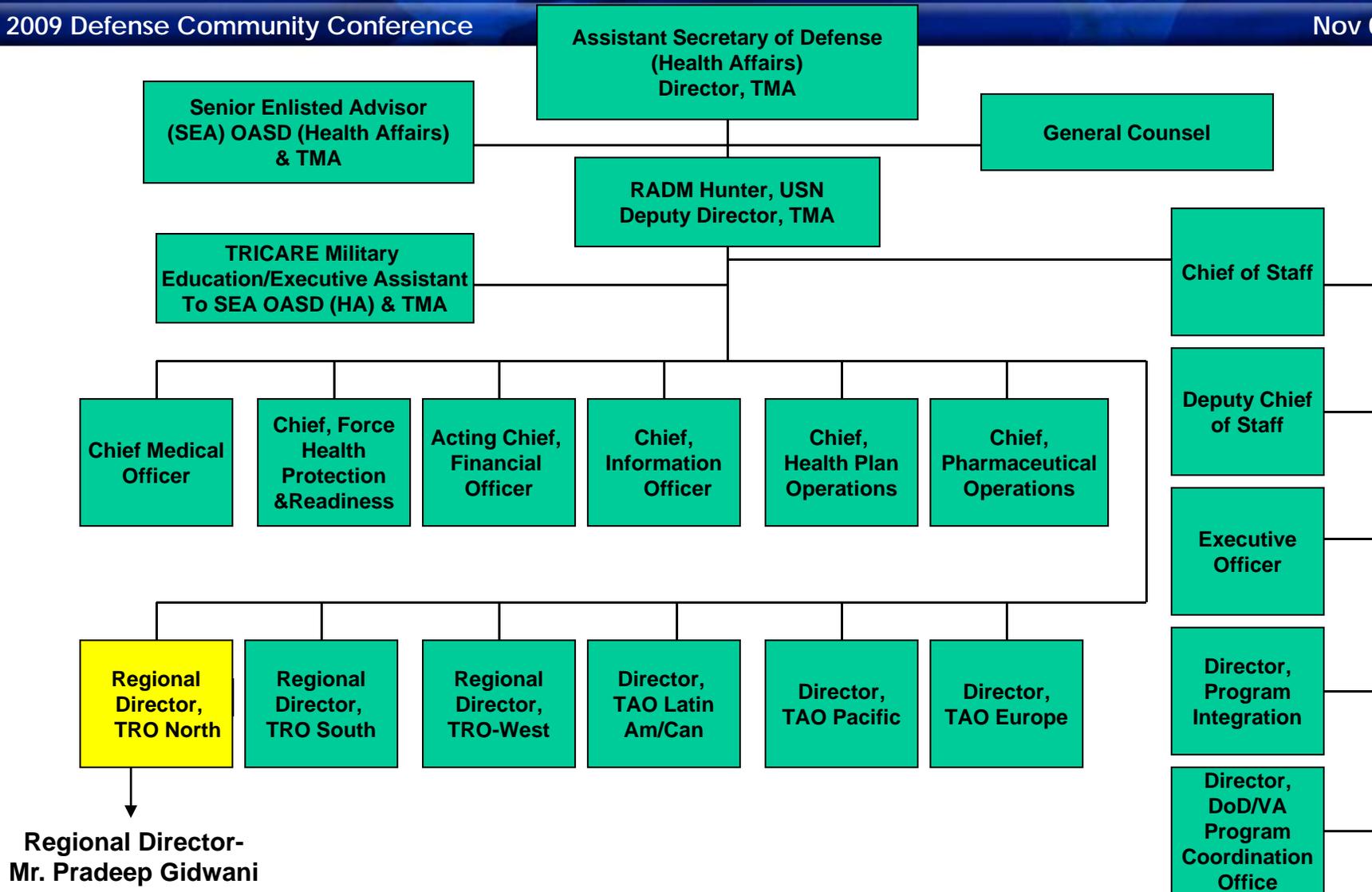
4 Nov 2009

Doug Williams
Chief Operating Officer
TRICARE Regional Office North
TRICARE Management Activity
Office of Assistant Secretary Of Defense (Health Affairs)

TRICARE Management Activity (TMA) Organizational Chart

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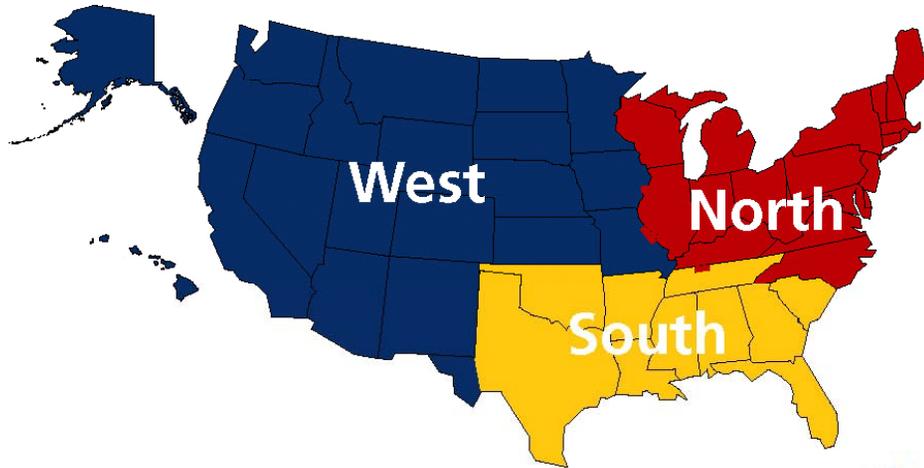
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TRICARE Regions & Overseas Areas

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- TRICARE North
- TRICARE South
- TRICARE West

- TRICARE Europe
- TRICARE Pacific
- TRICARE Latin America and Canada



TRICARE Regional Office Responsibilities

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- Codified in TRICARE Governance Plan
- Regional Director is the health plan manager (II.2.a)
 - Integrate direct/purchased care
 - Manage the regional TRICARE contract
 - Approve resource sharing agreements
- Support MTF Commanders (II.2.b)
 - Optimize MTF health care services
 - Provision for delivery of services to MTF – enrolled beneficiaries



DEPUTY SECRETARY OF DEFENSE
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WASHINGTON, DC 20301-1010

JAN 20 2004

MEMORANDUM FOR ASSISTANT SECRETARY OF DEFENSE (HEALTH AFFAIRS)

SUBJECT: TRICARE Governance Plan

References: (a) Memorandum of the Under Secretary of Defense for Personnel and Readiness, Subject: "TRICARE Governance," October 22, 2003
(b) DoD Directive 5136 12, "TRICARE Management Activity (TMA)," May 31, 2001.

I direct immediate execution of the TRICARE Governance Plan attachment to reference (a) as a key component of the Department's transformation of the Military Health System to achieve our vision for an improved, accountable, integrated and sustainable health care system for our military eligible beneficiaries. Corresponding revisions to the TRICARE Management Activity charter (reference (b)) regarding TRICARE Regional Office responsibilities and staffing identified in the Plan are also directed.

Time is of the essence in establishing the organizational framework identified in the Plan in order to have the appropriate staff in place to administer the new TRICARE contracts and to participate in the formal business planning process. Therefore, you are authorized to execute the Plan and to initiate appropriate revisions to reference (b) for conformance to the approved Plan.

OSD 00564-04



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TRICARE Regional Office Responsibilities

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- Provide program management for the TRICARE Managed Care Support Contracts for all eligible TRICARE beneficiaries in the Region
 - Network Adequacy
 - Customer Satisfaction
 - Referral Management
 - Enrollment
 - Contract and Fiscal Management
 - Marketing and Education
 - Review Waiver Packages
 - Resource Sharing
- Provide Customer Support Services, when needed, to assist with beneficiary or provider issue resolution
- Provide support to the Military Medical Treatment Facility Commanders in their delivery of healthcare services to MTF-enrolled beneficiaries and support MTF optimization efforts
- Integrate MTF and non-catchment area business plans into a single Regional business plan for submission to TRICARE Management Activity (TMA) prior to the start of each fiscal year, and subsequent monitoring of performance against the business plans
- Funding of Regional initiatives to optimize and improve the delivery of health care, through dedicated resources and a disciplined and open business case planning/approval process

Impact on the Community

Troop Repositioning Efforts

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Strategic Operational Planning

Purpose

- The TRICARE Regional Offices and the Managed Care Support Contractors (MCSC) support the MTF efforts to provide integrated population based health care.

Consultative Services Offered

- Military Treatment Facility (MTF) Optimization Consultation
- Demand and Capacity Forecasting
- Health Plan (MTF + Network) Preparation for Demand, Capacity, and Utilization Changes
- Recapture/Cost avoidance
- Staff Augmentation with Clinical Support Agreements (CSAs)

Impact on Communities

- Planning Services assist the MTF and Community in preparing for the changes in Military populations and utilization of services while mitigating the impact on communities

Impact on the Community

Optimization of MTF Services

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- Optimization of MTF Services
 - In conjunction with the MCSC, Intermediate Command, and the MTF, we work with individual MTFs to assess demand, improve demand forecasting and demand management, assess capacity, and determine any gaps.
 - Practical plans for increasing capacity, throughput and productivity are developed with MTFs.
- Military MTF Staffing
 - Based on Authorized and Available Staffing
- Telehealth and Circuit Riders
 - Military Medical Centers provide multi-specialty services via telehealth and send military providers to MTFs to provide services.

Impact on the Community

Optimization of MTF Services

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- Clinical Support Agreements (CSAs)
 - CSAs are Task Orders to MCSC to bring contracted Staff inside the MTFs. These staff augment the MTF staff and lessen the burden on the community.
 - Recruit Outside Geographic Region in Medically Underserved Areas
- Right Of First Refusal (ROFRs)
 - When beneficiary assigned to Network Primary Care Provider needs a Specialty Referral, gives MTF first opportunity to meet needs. Reduces demand on civilian specialists and optimizes MTF capabilities.
- External Resource Sharing Agreements (ERSAs)
 - ERSAs put Military Healthcare Providers into civilian healthcare facilities to provide care to military beneficiaries

Impact on the Community

Improvements in TRICARE

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- Issue: TRICARE Reimbursement
 - Congressionally Mandated to follow Medicare Reimbursement Schedule when possible.
- TRICARE Improvements
 - Customer Focused Performance-Based Contracts
 - Claims: 99% paid in less than 30 Days
 - Electronic Claims Filing with Direct Deposit: Under 7 Days
 - On-Line Referral And Authorization Processing
 - Successfully Built Network Adequate to Support MTFs

Impact on the Community

Improvements in TRICARE

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- High Demand for Behavioral Health Services
 - Telemental Health Services

As part of the TRICARE Telemedicine benefit, the regional contractors use medically-supervised, secure audio-visual conferencing to link beneficiaries with offsite providers.
 - TRICARE Assistance Program Demonstration

The web-based TRICARE Assistance Program (TRIAP) Demonstration expands access to existing counseling services by using audiovisual telecommunications systems such as video chat and instant messaging.
 - Revising Program Requirements
 - Hospital-Based Partial Hospitalization Program
 - Intensive Outpatient Program
 - Next: RTCs

Community Involvement Communication and Teamwork

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- Open Communication a Must
 - Must Understand Community and MTF Capabilities
 - Need Ongoing Collaboration
 - Example: Fort Drum Regional Health Planning Organization
 - Medically Under-Served Areas: Expect Drive Time for Certain Specialties (Most Military Posts within 90 minutes of large Urban Medical Complex)
 - TROs and the MCSC continue to work hand-in-hand with the MTFs and local communities to meet beneficiary needs for access to healthcare

Questions?