CONTRACT DATA REQUIREMENTS LIST
(1 Data Item)

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 110 hours 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 the burden, to the Department of Defense, Executive Services and Communications Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. **Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.**

A. CONTRACT LINE ITEM NO.	B. EXHIBIT	C. CATEGORY: TDP ____ TM ____ OTHER ____

D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR
	HT9402-10-C-0002	

1. DATA ITEM NO.	2. TITLE OF DATA ITEM	3. SUBTITLE	17. PRICE GROUP
N/A	M170 Beneficiary Services Report		NSP

4. AUTHORITY *(Data Acquisition Document No.)*	5. CONTRACT REFERENCE	6. REQUIRING OFFICE	18. ESTIMATED TOTAL PRICE
N/A	RFP C.6.CS.1, F.5.	TMA/TRO-Prog Ops	0.00

7. DD 250 REQ	9. DIST STATEMENT REQUIRED	10. FREQUENCY	12. DATE OF FIRST SUBMISSION
NO	B	MTHLY	See Block 16

8. APP CODE	11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION
N/A	O	See Block 16

16. REMARKS

Block 12 - 15th of 2nd month after start of health care delivery
Block 13 - 15th of month covering previous entire month

The report shall consist of the following:

Enrollment Applications Received;
Enrollment Applications Completed Processing (by beneficiary category);
Enrollment Applications Pending (not completed processing by Military Treatment Facility (MTF));
Enrollment Applications Aging.

The enrollment applications are to be reported separately based on the enrollment standards and the portability enrollment standards (new, transfer/portability, Primary Care Manager (PCM) batch, PCM individual, disenrollment, correct enrollment discrepancy);

Number of beneficiaries enrolled to network within MTF enrollment ZIP codes;
Number of walk-in inquiries at each TRICARE Service Center (TSC) (listed separately by TSC and a summary of all);
Average time to acknowledge and assist a visitor at each TSC (listed separately by TSC and a summary of all);
TSC Operating Hours - The contractor shall report any situation, by TSC, where the TSC had a delayed opening or closed, with an explanation as to the circumstances of why the TSC was not open during the required hours Monday through Friday (Federal holidays excepted);
Number of users at kiosks (by kiosk if kiosks were proposed in the contract) and the top 5 reasons or source of information the kiosk users were seeking; and
Complaint or inquiry issues
- Report the top 10 reasons for written inquiries;
- Report the top 10 reason for telephone inquiries.

14. DISTRIBUTION

a. ADDRESSEE	b. COPIES Draft	Final Reg	Final Repro
Submit through the TMA E-commerce Extranet			
15. TOTAL →	0	0	0

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE
Carol L. McCourt		Laura L. Sells	

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