

Uniformed Business Office Advisory Working Group Charter

1. PURPOSE

The Uniformed Business Office (UBO) Advisory Working Group (AWG) reports to the TRICARE Management Activity (TMA) Resource Management Steering Committee (RMSC). The AWG serves as the advisory body for developing and recommending the RMSC's strategic direction for the Third Party Collection Program (TPCP), Medical Affirmative Claims (MAC) facility support, and Medical Services Accounts (MSA) activities for Army, Navy, and Air Force fixed military treatment facilities (MTFs) funded by the Defense Health Program. Operational decisions and policies regarding UBO activities are established by TMA with input from the AWG. Additionally, the AWG reviews and recommends effective processes to identify, review, validate, and prioritize functional changes and business process improvements to support MTF revenue cycle management activities.

The UBO AWG members are billing subject matter experts (SMEs) for TMA and the Services. The AWG shall assist TMA to ensure that billing business practices and processes are standardized and in compliance with legal requirements. This includes, but is not limited to, developing and assisting in determining new functional system requirements or modifications of existing functional system requirements of the MTF information management systems' Composite Health Care System (CHCS), the Ambulatory Data Module (ADM), Third Party Outpatient Collection System (TPOCS), the Patient Accounting System's (PAS) Coding Compliance Editor (CCE), and any future centralized billing system developed by TMA in coordination with the Services. The AWG provides input into training curriculums to sustain UBO program operations.

At a minimum, the AWG shall conduct the following activities:

- Identify key policy and legal issues to assist the Services and their MTFs to improve collections.
- Monitor and oversee UBO initiatives to assist providing the RMSC with status briefs.
- Improve business processes to increase collections.
- Review coding issues as they relate to billing processes
- Oversee billing compliance processes.

- Analyze and review DoD Inspector General, Army Audit Agency, Navy Inspector General, Air Force Inspector General, and other external agency findings to ensure adequate, timely follow-up and resolution.
- Initiate or recommend approval of UBO related functional System Change Requests (SCRs) and System Incident Reports (SIRs) submitted by the Services and their MTFs to improve performance of the systems.
- Recommend new UBO functional requirements to the UBO Program Manager as needed. As necessary, the UBO AWG shall coordinate and maintain communication with affected Automated Information System (AIS) technical and functional program managers and SMEs to ensure successful, timely, and effective integration of UBO related interfacing requirements.
- Recommend effective training plans to improve collections. These plans shall focus on all aspects of revenue cycle management to include identification of patients with and collection of other health insurance (OHI), verification and follow-up on claims, appropriate internal management controls, and the proper accounting of collections.

2. MEMBERSHIP

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|---|------------|
| • TMA UBO Program Manager | Chair |
| • TMA UBO Deputy Program Manager | Vice Chair |
| • Army UBO Program Manager | Member |
| • Navy UBO Program Manager | Member |
| • Air Force UBO Program Manager | Member |
| • Coast Guard UBO Program Manager | Member |
| • Joint Task Force National Capital Region Medical (JTF CapMed) UBO Program Manager | Member |
| • Army legal representative | Consultant |
| • Navy legal representative | Consultant |
| • Air Force legal representative | Consultant |
| • Service Automated Information System SMEs | Consultant |
| • TPOCS Program Manager | Consultant |
| • TMA and Service SMEs (DHMIS, DHSS, TMA/IM, UBU Chair, MMIG Chair) | Consultant |
| • Contract support, as required | Staff |

3. ROLES OF MEMBERS

The Chair shall be responsible for coordinating all UBO AWG activities and the overall management and execution of the AWG initiatives. At a minimum, the Chair shall:

- Facilitate all UBO AWG meetings
- Promulgate final UBO policies, guidance, and procedures.
- Routinely work and coordinate UBO issues with AIS functional managers concerning needs for UBO system(s).
- Participate in the AWG as required.
- Distribute assignments.

The Vice Chair shall assume the responsibilities of the Chair in the Chair's absence. In all other circumstances, the Vice Chair shall participate in all meetings and other activities of the UBO AWG.

The Members shall be responsible for reviewing, coordinating, and assist in the development of requirements, policies, and guidance for the UBO program. This includes, but is not limited to, the TPCP, MAC, and MSA business rules and operations. The Members, as Service Representatives, shall communicate their Service position on these matters and shall be responsible for reporting AWG activities to their Service RMSC principal and their leadership, as appropriate.

Other Consultants shall perform tasks and provide input as requested by Chair.

4. MEETINGS

Meetings shall be held at least quarterly and at the call of the Chair. If a Member is unable to attend, the Member may designate an alternate.

Meeting Proceedings shall be summarized. A draft of the summary shall be distributed to the AWG within 20 business days after the meeting concludes. AWG Members and Consultants shall submit their comments to the minutes within 10 business days after receipt of the draft. The final summary shall be distributed to the AWG and submitted to TMA RMSC within 5 business days upon receipt of comments from Members and Consultants.

5. DELIVERABLES

Records shall be maintained as outlined above.

The Service member representing the entity submitting the SCR shall present the SCR to the AWG. Members shall advise on the necessity and priority of the SCR. The disposition of SCRs shall be included in the meeting summary.

The AWG shall develop standardized compliance, audit, and education materials, as applicable.

The AWG shall provide subject matter expertise to develop DoD policy memoranda, to clarify policy issues, and to provide guidance to the Services on the TPCP, MAC, MSA, billing compliance, and other MTF billing issues.

6. DURATION OF THE ADVISORY WORKING GROUP

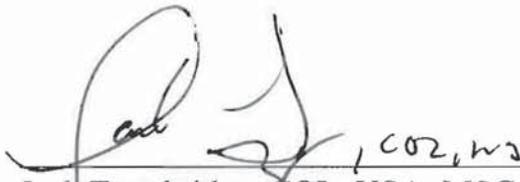
The authority to convene this AWG automatically expires five years from the date this document is signed.



David H. Fisher
Director
Management Control & Financial Studies

27 APRIL 2010

Date



Jack Trowbridge, COL, USA, MSC
Chief Financial Officer

28 April 2010

Date