



THE ASSISTANT SECRETARY OF DEFENSE

1200 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1200

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HEALTH AFFAIRS

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (M&RA)  
ASSISTANT SECRETARY OF THE NAVY (M&RA)  
ASSISTANT SECRETARY OF THE AIR FORCE (M&RA)

SUBJECT: Access to Primary Care Managers at Military Treatment Facilities

- References: (a) ASD (HA) Policy 06-007 TRICARE Policy for Access To Care and Prime Standard Area Standards  
(b) ASD (HA) Policy 95-012 Uniform Access Requirements for Primary Care Managers  
(c) ASD (HA) 98-032 Policy Memorandum: Improving Consumer Choice of Primary Care Manager in the Military Health System

This policy, in conjunction with reference (a), supersedes reference (b), which is hereby cancelled. This policy specifies 24-hour access to primary care managers (PCMs).

In Accordance with reference (c) beneficiaries have the right to choose a Primary Care Manager (PCM). Once a beneficiary chooses and has been assigned a PCM, Military Treatment Facility (MTF) commanders must ensure that availability of MTF PCMs to the MTF's TRICARE Prime enrollees satisfies the same access standard as required of managed care support contractors. All TRICARE Prime beneficiaries shall have access to their PCM or a designated PCM representative by telephone, 24 hours a day, seven days a week. A PCM may be an MTF, clinic, practice site or an individual provider.

My point of contact for this policy is Michael O'Bar, Director TRICARE Benefits Division, TRICARE Management Activity. He may be reached by telephone at (703) 681-0039 or e-mail at michael.o'bar@tma.osd.mil.

S. Ward Casscells, MD

cc:  
Surgeon General of the Army  
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HA POLICY: 07-009