



DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY MEDICAL COMMAND  
2748 WORTH ROAD  
FORT SAM HOUSTON, TX 78234-6000

REPLY TO  
ATTENTION OF

OTSG/MEDCOM Policy Memo 11-087

MCJA

**19 OCT 2011**

Expires 19 October 2013

MEMORANDUM FOR Commanders, MEDCOM Regional Medical Commands

SUBJECT: Third Party Claims Program (TPCP) Collection Procedures

1. References:

- a. Chapter 55, Title 10, United States Code, Medical and Dental Care.
- b. Title 32, Code of Federal Regulations, National Defense. Current Edition.
- c. DoD Manual 6010.15-M, Military Treatment Facility Uniform Business Office (UBO) Manual, 9 November 2006.
- d. Army Regulation 40-400, Patient Administration, 27 January 2010.

2. Purpose: To describe the process of collection, routing and resolution of unpaid TPCP claims.

3. Proponent: The proponent of this policy is the Office of the Staff Judge Advocate (SJA).

4. Policy: The TPCP legal follow-up will be transferred from the SJA office to Regional Claims Settlement Offices (RCSOs), as Regional Uniform Business Office (UBO) and RCSO capabilities evolve.

5. Responsibilities/Procedures:

a. Upon establishment of an electronic third party billing system and appointment of Regional UBO within a Regional Medical Command, the SJA will prepare letters to RCSOs conferring their authority to waive, settle and compromise disputed TPCP claims as their capability allows.

b. Affected MTF UBOs will forward disputed claims for follow-up action, for which legal involvement is requested, to the Regional UBO for further review.

\*This policy memorandum supersedes OTSG/MEDCOM Policy Number 09-081, 7 Oct 09, subject: Third Party Collection Program (TPCP) Legal Follow-up Procedures.

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c. The Regional UBO will determine whether non-payment is due to processing problem (UBO responsibility) or payer (legal) issue and forward legal issues to the RSCO for resolution and work with MTF UBOs to resolve processing issues.

d. The Regional UBO and RSCO will follow specific guidance from MEDCOM UBO and the SJA and provide routine reports as specified.

e. Collections made by the RSCO will be deposited IAW reference (c).

FOR THE COMMANDER:

  
HERBERT A. COLEY  
Chief of Staff