

[\[Categorical Listing\]](#) [\[Numerical Listing\]](#)



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

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

SUBJECT: Policy For Provider Directories

In an effort to better partner our beneficiaries with a primary care manager and to increase their confidence in the caliber of military medicine, I am directing the Services to have each of their medical treatment facilities (MTFs) publish a provider directory. The purpose of this directory is to provide the beneficiaries with information about providers in the facility who are serving as primary care managers as well as be providers working in specialty referral clinics.

The TRICARE Marketing Office (TMO) has developed a template for the directory so that its overall appearance and core content will be uniform throughout the MHS and easily recognizable to our beneficiaries. This template will be presented to the TRICARE Executive Committee (TEC) on 5 February 1998 and be exported to the field not later than 1 March 1998. Individual facilities may augment the directory to customize it to local operations, but the overall construct will follow TMO guidelines.

At a minimum the handbook should offer the following information on each provider listed: provider name, degree, name & dates of graduation from medical school and residency, board certification, clinic where assigned and clinic phone number, and primary state of licensure. Photos of providers are desirable, but not required.

The directory should be updated annually and made available to all Prime enrollees. Following initial distribution of the publication, facilities will have the option of maintaining the directory on the world wide web (www) and making access terminals available for beneficiary use within the MTF and TRICARE Service Centers. However, MTFs should continue to have a limited number of publications on hand for beneficiary reference.

My point of contact for this initiative is COL Christine Miller at (703) 695-6800 or email at cmiller@ha.osd.mil.

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HA Policy 98-015

[\[Top\]](#)

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