

T-3 Contract

HealthNet Federal Services has been awarded the T-3 contract for the North Region. Humana Military has been awarded the T-3 South Region. West Region contract is still to be determined (upon resolution of protests). Below are a few changes from T-NEX to T-3:

- Prime Service Areas (PSAs) – T-3 limits PSA geographic areas
- Payment of enrollment fees by payroll allotment, electronic funds transfer or credit card. No longer accept checks
- MCSCs must have ability to deploy mobile Service Assist Teams (SATs) to perform customer service functions to disaster areas, Active/ Reserve component troop mobilization areas, BRAC areas or any area required by the TRO Director
 - MCSCs provides 40 hours of customer service support to MTFs per month vice 10 hours per week under T-NEX
 - MCSCs will no longer process claims for their enrollees when seen OCONUS. The TOP MCSC will process all claims for care OCONUS regardless of enrollment site
 - Contractor staff will need CAC cards to meet PKI requirements for access to government systems
 - The Contracting Officer will execute Clinical Support Agreements (CSAs) by modification to the contract vice Task Orders under T-NEX