Defense Health Agency
Industry Day Exchange
Healthcare Operations
Mr. Chris Priest
HCO establishes, directs the execution of, and provides oversight and accountability for policies and procedures healthcare administration and management at MTFs in order to achieve a medically ready force and a ready medical force.

HCO has four Functional Capabilities (FC): TRICARE Health Plan (16), Healthcare Operations (17), Pharmacy Operations (19), and Clinical Laboratories (35).

“Medically Ready Force...Ready Medical Force”
J-10

HCO Directorate Priorities

- **Transition Plan 3**
  - Market Execution Office/synchronization of healthcare operations
  - FY20 QPP Execution
  - Medical Coding Program
  - Secretarial Designee Program
  - Centralized Appointing/Referral Management
  - Bi-directional communication and coordination between MTFs and HQ
  - Optimize pharmacy, lab, imaging, operations in our MTFs

- **Update of TRICARE Manuals**
- **Integration of Direct Care and Private Sector Care**
- **TRICARE Purchased Care Contracts**

"Medically Ready Force...Ready Medical Force"
• Standing up functions in HCO to support administration and management of the MTFs
• Issuing DHA Procedural Instructions to replace Service policies that were previously used for administration of Service direct care responsibilities
• Realigning resources as possible to meet workload demands and priority missions
• Potential for contracting to acquire necessary resources to cover gaps not fulfilled by transfer of function or hiring actions
• HCO Potential Partnership Opportunities:
  – Medical Coding Augmentation Support
  – Laboratory Developed Tests
  – TRICARE Manual Review and Update
  – Value-Based Consulting Services
  – Augmentation for Planned MilPers Reduction