

Assistance Reporting Tool (ART) Frequently Asked Questions

1. What does ART stand for?

ART stands for the Assistance Reporting Tool.

2. What is the purpose of ART?

ART provides users with a way to document the volume and type of work they do when assisting beneficiaries and providers. ART helps capture the issues beneficiaries are concerned about, and facilitates discussion and implementation of corrective actions that may lead to enhanced customer satisfaction. For MMSO users, ART helps provide medical authorization and claims assistance for remotely located service members and line of duty care.

The system also allows authorized users to track, reflect and report beneficiary and/or provider case workload. Data may also be used to create reports to determine current and historical trends as well as educational needs for the beneficiary population.

Finally, ART supports the Government Accountability Office (GAO) recommendation that the Department of Defense (DoD) develop a centralized system to track beneficiary feedback across the Military Health System (MHS). ART also standardizes BCAC/DCAO data elements, promoting consistency in individual and system-wide data analysis and reporting.

3. Who can access ART?

ART is a restricted system. Only those who have an ART account set up by the TMA C&CS/ART Team can access ART.

Customer service personnel serving TRICARE beneficiaries or sponsors may apply for an account. Other than regional or health contractors, your email address should end in “.mil”

4. How do I get an ART account?

To get an ART account, go to the ART tab of the Customer Service Community Web site (<http://www.tricare.mil/customerservicecommunity/>) and download the “ART Access & BCAC/DCAO Directory Request Form”.

Make sure to fill out all sections of the form except for the section titled “Agency Use Only.” Please return the Word version of your completed form to bcacdcaos@tma.osd.mil.

A submitted application doesn't guarantee that you'll get access to the system. The TMA C&CS/ART Team will review your application and if we approve your request, you'll receive an email with your ART credentials and instructions on how to activate your

ART account. If we deny your request, we will send you an email explaining why we denied your request.

5. I just received an email with my ART credentials, what do I do now?

We recommend you log in as soon as you receive your ART credentials.

If you have any problems logging in for the first time, send an email to bcacdcao@tma.osd.mil.

6. What are the ART modules?

The ART modules are guidebooks that show you how to use ART.

The ART modules available are:

- 1) How to Log In to the Training Site
- 2) How to Log In with a CAC
- 3) How to Log In Without a CAC via the MHS ExtraNet
- 4) Navigation
- 5) Search Feature
- 6) How to Upload a Document
- 7) How to Scan a Document into ART
- 8) How to Create an Ad Hoc Report

We will email you copies of the modules along with your ART credentials,

You should save these modules as a reference for future use. You may also access the modules by going to the ART tab of the Customer Service Community Web site (<http://www.tricare.mil/customerservicecommunity/>).

7. Is ART training available?

Yes, there are two ways to receive training:

- 1) Training is available on an annual basis at the C&CS Conference. Training sessions include both basic level and advanced level classes.
- 2) Training is also available on an as needed basis. To request training, please send an email to bcacdcao@tma.osd.mil.

8. I just received training and want to test my skills. Is there a place where I can practice using ART?

You may practice on the ART Training site. The training site allows you to enter as many “test” cases as you wish. Don’t enter actual cases in the training site and please don’t enter any test cases on the live ART site.

9. How do I access the ART Training site?

Step 1: Go to <http://bcac.artportal.keymind.com/Art/StandardLogin.aspx?type=learn>

Step 2: Click the “OK” button on the DoD Notice and Consent Banner

Step 3: The ART Training Site login page displays

Step 4: Enter the training username (mtf) and the training password (ARTtraining##11) in the appropriate fields

Step 5: Click the “Submit” button. The ART Training home page is displayed

10. Who can enter cases in ART?

Anyone with an ART account may open/enter a case.

11. When do I enter a case into ART?

Typically, you should enter data into ART after any interaction with a beneficiary, whether the contact is via telephone, email, via fax, postage mail, or face-to-face (i.e., a walk in).

12. Can other users view/work on my cases?

Yes, depending on their user level, other users may have access to your cases.

- Users at the MTF/Non-MTF level may view/add/edit case information for any case within their site. For example, two users at Walter Reed Medical Center (WRMC) may view/add/edit case information in each other’s cases.
- Users at the TRICARE Regional Office (TRO) or TRICARE Area Office (TAO) level may view/add/edit information for any case within their region. For example, users at TRO North may view/add/edit case information in each other’s cases and all cases entered by users at the North region, including the WRMC. They can do so because WRMC is in the North region.
- Users at Service level may view/add/edit case information in each other’s cases and any case within their Service. For example, Army level users may view/add/edit case

information for any case entered by a user at WRMC. They can do so because WRMC is an Army facility.

- Users at the TRICARE Management Activity (TMA) level may view/add/edit information for all cases in the system.

Note: Only the user who opened a case or a member of the TMA C&CS/ART Team may close a case.

13. While logged into ART, a log off notice appeared. Why did this happen?

This happens because ART has been idle for 115 minutes. Idle time is the actual time the ART system isn't actively engaged. If your session remains idle for 120 minutes, the system will "time out" and automatically log you out.

For example, if you are using ART and then work on something else, that time is considered idle time. Another example of idle time, is typing a note in the Notes field. Although you're using ART, the servers aren't being actively engaged. Clicking on a link within ART activates the servers and resets the idle time counter.

If you receive the log off notice, click the "OK" button to remain logged in. You have five minutes to click the "OK" button; otherwise the system will log you out. For instance, if you leave your desk at 1400, the log off notice will appear at 1555 (115 minutes later). You must click the "OK" button within the next five minutes (before 1601) to remain logged in.

This automatic log off is a required DoD Information Assurance Certification and Accreditation Process (DIACAP) security feature. The automatic log off feature keeps data secure in case you walk away from your computer without locking it.

14. I logged out of ART without using the "Log Out" button, do I have to wait 120 minutes until I can log in again?

No, you may log in immediately without having to wait 120 minutes; you may do this up to five times in a two-hour period. After the fifth time, you will have to email bcacdcao@tma.osd.mil to have your account unlocked.

15. Is there a dictionary explaining the main topics, subtopics and details used in ART?

Yes, a dictionary explaining all of the main topics, and subtopics and details used when closing cases is posted to the Customer Service Community Web Site (<http://www.tricare.mil/customerservicecommunity/>) on the ART tab under the "Downloads" section. The dictionary is also available on via the "Reference Materials" link in ART.

16. Are there any descriptions of the data fields in ART?

A data dictionary explaining all of the fields and options available when entering a case into ART is posted to the Customer Service Community Web Site (<http://www.tricare.mil/customerservicecommunity/>) on the ART tab under the “Downloads” section. The dictionary is also available on via the “Reference Materials” link in ART.

17. Is there a way to get a summary of all the cases I entered?

Yes, follow the steps listed below:

Step 1: Go to the “Reports” link at the top of the dashboard.

Step 2: Select “Go to Predefined Reports” in the blue box on the right-hand side

Step 3: Click on the “Case Load Status” tab

Step 4: Select a timeframe under section 1

Step 5: Select “My Cases” under section 2

Step 6: Click the “Create Report” button

18. What do I do when I receive an error message?

If you receive an error message, please report the problem via email to bcacdcao@tma.osd.mil.

When reporting a problem, please include the following information:

- 1) Date and time error/logout occurred
- 2) Description of the problem, including error message if one was received
- 3) Action before the error (for example, clicked on the "Close" button while on Basic Info page)
- 4) Page you were on when the error occurred (Basic Info, PA, LOD, etc.)
- 5) Any additional information that may be helpful

19. I need to make changes to a closed case, can I do this?

No, however you may send an email to bcacdcao@tma.osd.mil asking to reopen your case. Please include the case number in your email. Once we reopen your case, it will reappear in your “Pending Cases” tab and you will be able to make changes.

20. Does my ART account ever expire?

Yes, your ART account will go to an *Inactive* status if you haven't logged into ART in at least 90 days.

In order for your ART account to remain active, please log into ART at least once every 90 days.

21. I got a new Common Access Card (CAC), will this affect my ART account?

Yes, you will need to associate your ART account to your new CAC. Please send an email to bcacdcao@tma.osd.mil to complete this process.

22. What happens to my ART account if I move to a different facility?

If you transfer to a different facility, we need to close your existing ART account and create a new account associated to your new facility.

Please complete the "ART Account Cancellation Form" and the "ART Access & BCAC/DCAO Directory Request Form." You may download both forms from the ART tab of the Customer Service Community Web site (<http://www.tricare.mil/customerservicecommunity/>).

Make sure to fill out all sections of the forms except for the section titled "Agency Use Only." Please return your completed form to bcacdcao@tma.osd.mil.

23. Who may close an ART case?

Only the individual who opened the case may close it.

We can also administratively close cases.

24. What do I do if I want my ART account closed?

If you would like to have your ART account closed, please complete the "ART Account Cancellation Form." You may download the form on the ART tab of the Customer Service Community Web Site (<http://www.tricare.mil/customerservicecommunity/>).

Make sure to fill out all sections of the forms except for the section titled "Agency Use Only." Please return your completed form to bcacdcao@tma.osd.mil.

We can't close your account if you have any pending cases. If you have pending cases, you must either close them or have them transferred to another user.

25. My ART account was closed, is it possible to have it reopened?

Yes, but you must complete the “ART Access & BCAC/DCAO Directory Request Form”. You may download the form from the ART tab of the Customer Service Community Web site (<http://www.tricare.mil/customerservicecommunity/>).

Make sure to fill out all sections of the forms except for the section titled “Agency Use Only.” Please return your completed form to bcacdcao@tma.osd.mil.

26. I’m going on temporary leave. Can my name be removed from the ART referral page until I return?

Yes, please send an email to bcacdcao@tma.osd.mil with information on when your leave will begin and end. We will remove your name from the referral list until you return.

27. How do I recommend a change or comment on ART?

We strongly encourage suggestions to improve ART.

Please send any suggestions or comments, positive and negative, to bcacdcao@tma.osd.mil.

28. Who do I report an ART suspected security incident to?

If you detect a security incident or notice strange or suspicious activity, immediately report the situation via email to bcacdcao@tma.osd.mil or via phone at (703) 681-1770.