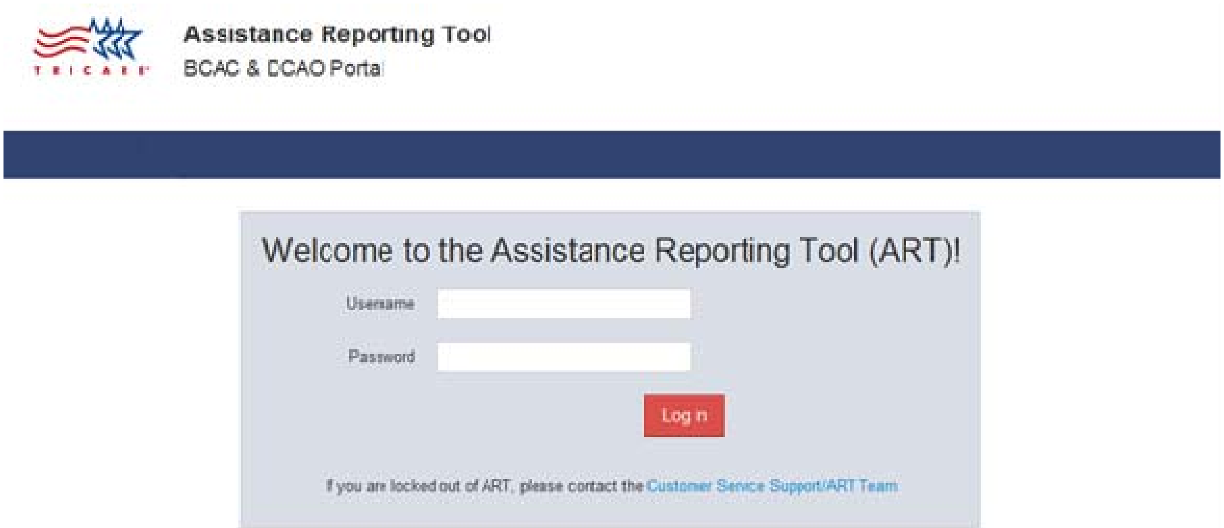
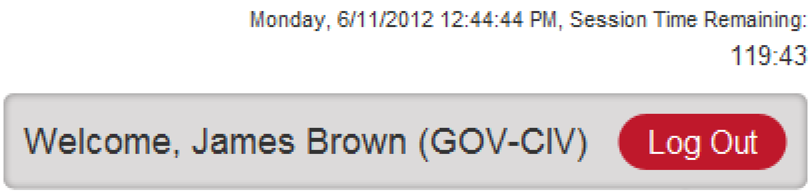
The Assistance ReportingTool (ART) got an extreme makeover! This mini-guide will highlight and help you familiarize yourself with the changes.

Standard Log In Page



You will only see the log in page if you don't have a Common Access Card (CAC) to access the system. For instructions on how to log in with or without a CAC, please check out the "How to Log In" modules in the ART tab of the Customer Service Community Web site (http://www.tricare.mil/customerservicecommunity/).

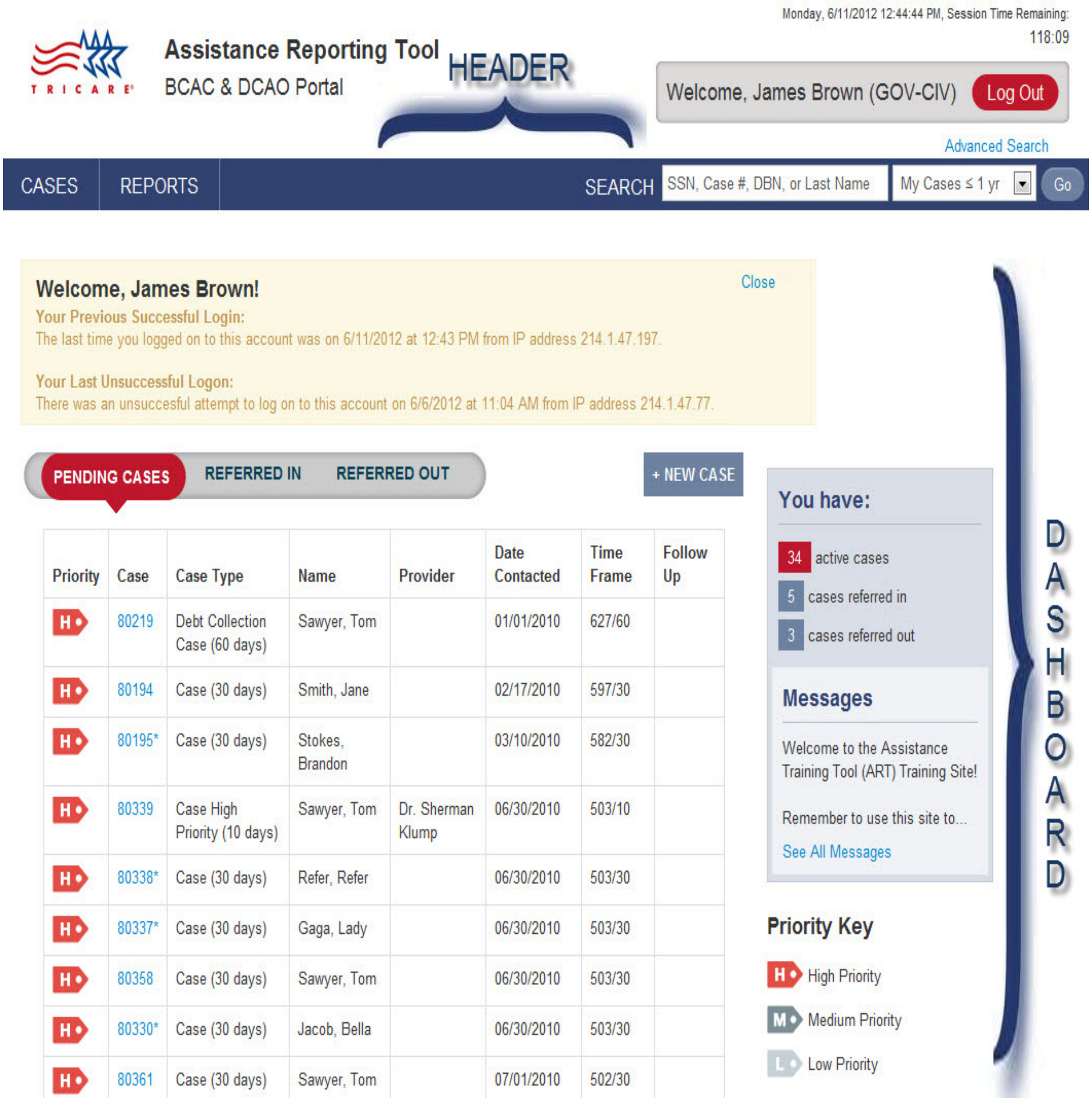
Welcome/Log Out Bar



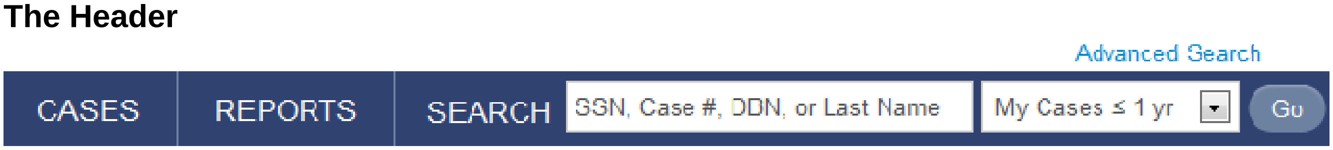
In the top right-hand corner of the screen you'll notice the date, time, and session time remaining. Notice it's no longer at the bottom of the page. We moved it up so you're aware of your session time. The new "Welcome/Log Out" bar shows your full name and user affiliation. User affiliations are:

- Government – Uniformed Service;
- Government – Cilvilian;
- Contractor; and
- Foreign National

Header and Dashboard



The Header

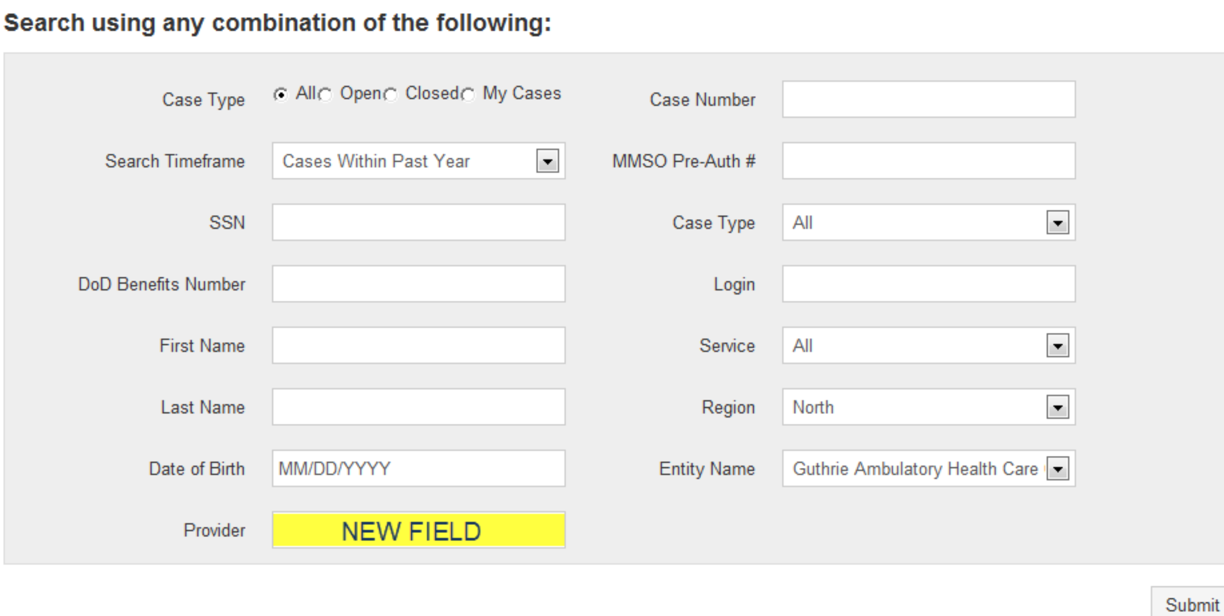


The header is streamlined! The "Reference Materials," "Links," and "FAQs" links are gone. If you want to view the documents/links previously accessed via these links, please visit the Customer Service Community Web site (http://www.tricare.mil/customerservicecommunity/default.aspx). The Basic Search feature and the "Cases" (formerly known as "Home"), "Reports," and "Advanced Search" links are still on the header.

Basic and Advanced Search Features

The Basic Search feature hasn't changed. All we did was add information to help you remember the Basic Search feature only searches for cases entered within the last year.

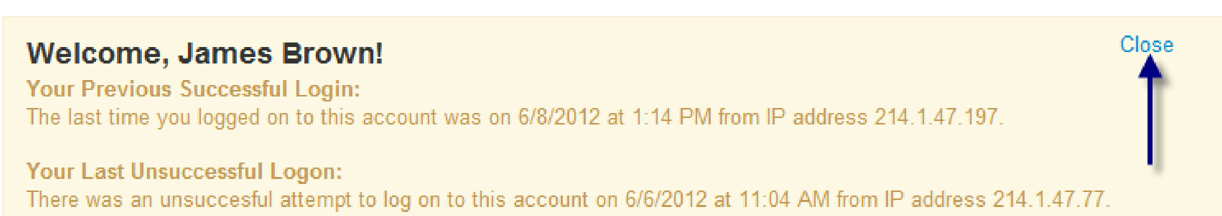
We made minor changes to the Advanced Search feature. We took out the "Quick Search" field and added a "Provider" field, meaning you can search by provider (see yellow highlight).



Further instructions on how to perform a basic and advanced search will be available in the Search Feature module (coming soon).

The Dashboard

Welcome Message



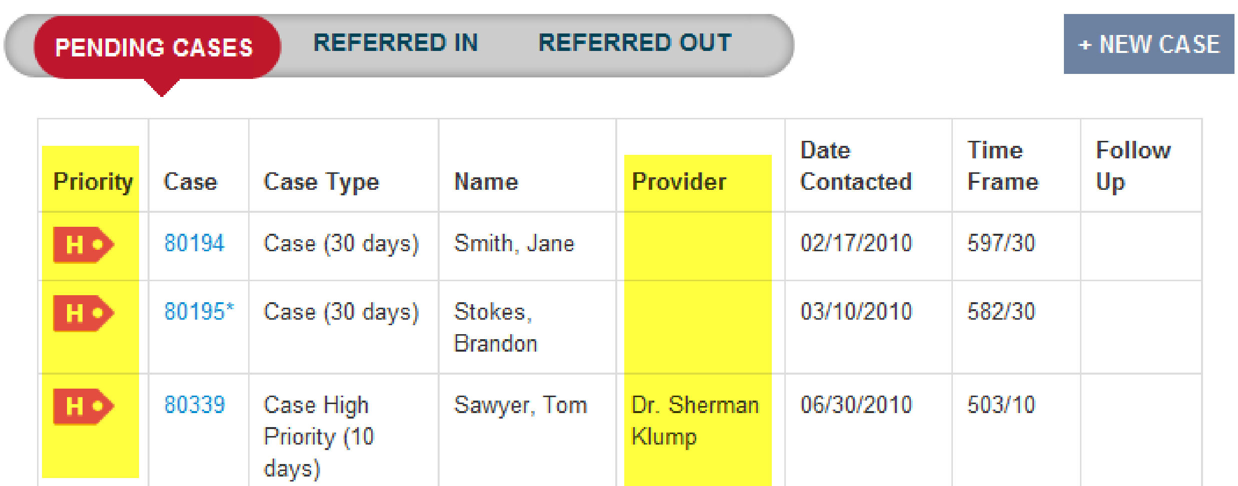
The “Welcome Message” displays at the top of the dashboard. This is something you’re familiar with and if you don’t want to see it during your session, click the “Close” link in the top right-hand corner of the box for it to disappear!

The Tabs

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80219	Debt Collection Case (60 days)	Sawyer, Tom		01/01/2010	624/60	
H	80194	Case (30 days)	Smith, Jane		02/17/2010	594/30	
H	80195*	Case (30 days)	Stokes, Brandon		03/10/2010	579/30	
H	80339	Case High Priority (10 days)	Sawyer, Tom		06/30/2010	500/10	
H	80338*	Case (30 days)	Refer, Refer		06/30/2010	500/30	
H	80337*	Case (30 days)	Gaga, Lady		06/30/2010	500/30	
H	80330*	Case (30 days)	Jacob, Bella		06/30/2010	500/30	
H	80358	Case (30 days)	Sawyer, Tom		06/30/2010	500/30	
H	80361	Case (30 days)	Sawyer, Tom		07/01/2010	499/30	

Notice the new look of the tabs within the dashboard. We took out the “Messages” tab and left the “Pending Cases,” “Referred In,” and “Referred Out” tabs.

Pending Cases Tab



Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80194	Case (30 days)	Smith, Jane		02/17/2010	597/30	
H	80195*	Case (30 days)	Stokes, Brandon		03/10/2010	582/30	
H	80339	Case High Priority (10 days)	Sawyer, Tom	Dr. Sherman Klump	06/30/2010	503/10	

Changes to the “Pending Cases” tab are highlighted above.   The “Priority” column shows the priority level (“Low,” “Medium,” or “High”) of your case. This is a system generated icon and is based on the number of workdays your cases has been open. For a non-debt collection case, the timeframe is 30 days; the breakdown of priority is as follows:

- 1-10 days = Low Priority (L)
- 11-20 days = Medium Priority (M)
- 21+ days = High Priority (H)

For a debt collection case, the timeframe is 60 days; the breakdown of priority is as follows:

- 1-20 days = Low Priority (L)
- 21-40 days = Medium Priority (M)
- 41+ days = High Priority (H)

For high priority non-debt and debt collection cases, the timeframe is 10 days; the breakdown of priority is as follows:

- 1-3 days = Low Priority (L)
- 4-6 days = Medium Priority (M)
- 7+ days = High Priority (H)

Anything over the timeframe is obviously High Priority. Please remember the days in the timeframe are business days *not* calendar days. Below is an example of cases with different priority levels.

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	82230	Case (30 days)	Chammak , Challo		05/14/2012	20/30	
M	82229	Case (30 days)	Aaja, Nachle		05/24/2012	12/30	
L	82228	Case (30 days)	Chak, De India		06/01/2012	6/30	

Priority Key

H High Priority

M Medium Priority

L Low Priority

If you forget what the "H," "M," and "L" stand for, don't fret, there's a "Priority Key" under the Info Box.

The "Provider" column lists the provider or facility associated with your case. This information comes from a new field in the "Basic Information" tab.

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80194	Case (30 days)	Smith, Jane		02/17/2010	597/30	
H	80195*	Case (30 days)	Stokes, Brandon		03/10/2010	582/30	
H	80339	Case High Priority (10 days)	Sawyer, Tom	Dr. Sherman Klump	06/30/2010	503/10	

Do you remember the "Case Returned" column? If a case was returned to you, the column displayed an asterisk (*) to show it was returned. In the new design, the * appears next to the case number.

H	80195*	Case (30 days)	Stokes, Brandon		03/10/2010	582/30	

Referred In Tab

PENDING CASES | REFERRED IN | REFERRED OUT

+ NEW CASE

Priority	Case	Name	Provider	Time Frame	Follow Up	Owner	
H	80976	Sawyer, Tom		285/30		a a	Return to Owner
H	80996	Sawyer, Tom		284/30		a a	Return to Owner
H	81016	Sawyer, Tom		283/30		a a	Return to Owner
H	81076	Sawyer, Tom		266/30		a a	Return to Owner
H	81198	Longbottom, Neville		243/30		a a	Return to Owner

First Previous 1 Next Last

Changes to the “Referred In” tab are highlighted above. For explanations on the “Priority” and “Provider” columns, please refer to pages 5-7. The “Follow Up” column displays a reminder date entered by you or the owner of the case. The column is populated from the “Basic Information” tab. The option to “Forward a Case” from the “Referred In” tab is gone. To refer the case to someone else, use the “Refer” button within the case.

Referred Out Tab

PENDING CASES | REFERRED IN | REFERRED OUT

+ NEW CASE

Priority	Case	Name	Provider	Time Frame	Follow Up	Referred To	Referred On	
H	80336	Gaga, Lady		503/30		Debbie Harry	06/30/2010	Retrieve Case
H	80220	Jim, Doe		607/60		a a	04/13/2010	Retrieve Case
H	80799	Smithers, Waylon		329/10		a a	05/03/2011	Retrieve Case

First Previous 1 Next Last

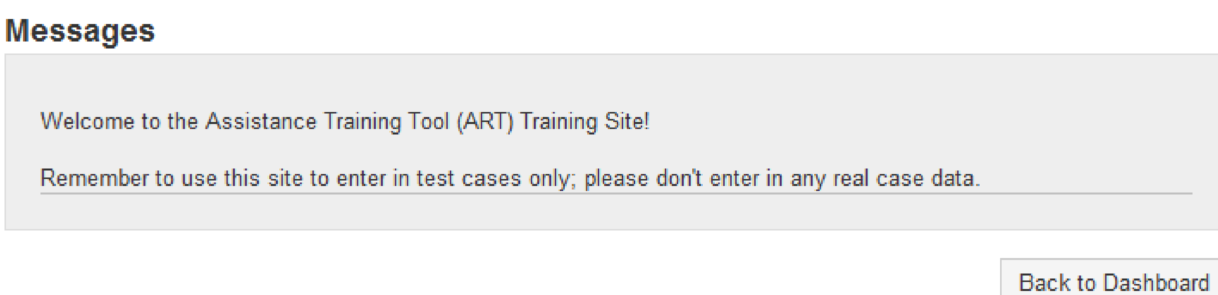
The changes made to the “Referred Out” tab are highlighted above. You should now be familiar with the “Priority,” “Provider,” and “Follow Up” columns. If not, please read pages 5-8. The “Referred On” column displays the date you referred the case to someone else.

The Info Box

We added the Info Box to right of the dashboard to give you a quick total of your cases, no need to count them any more!

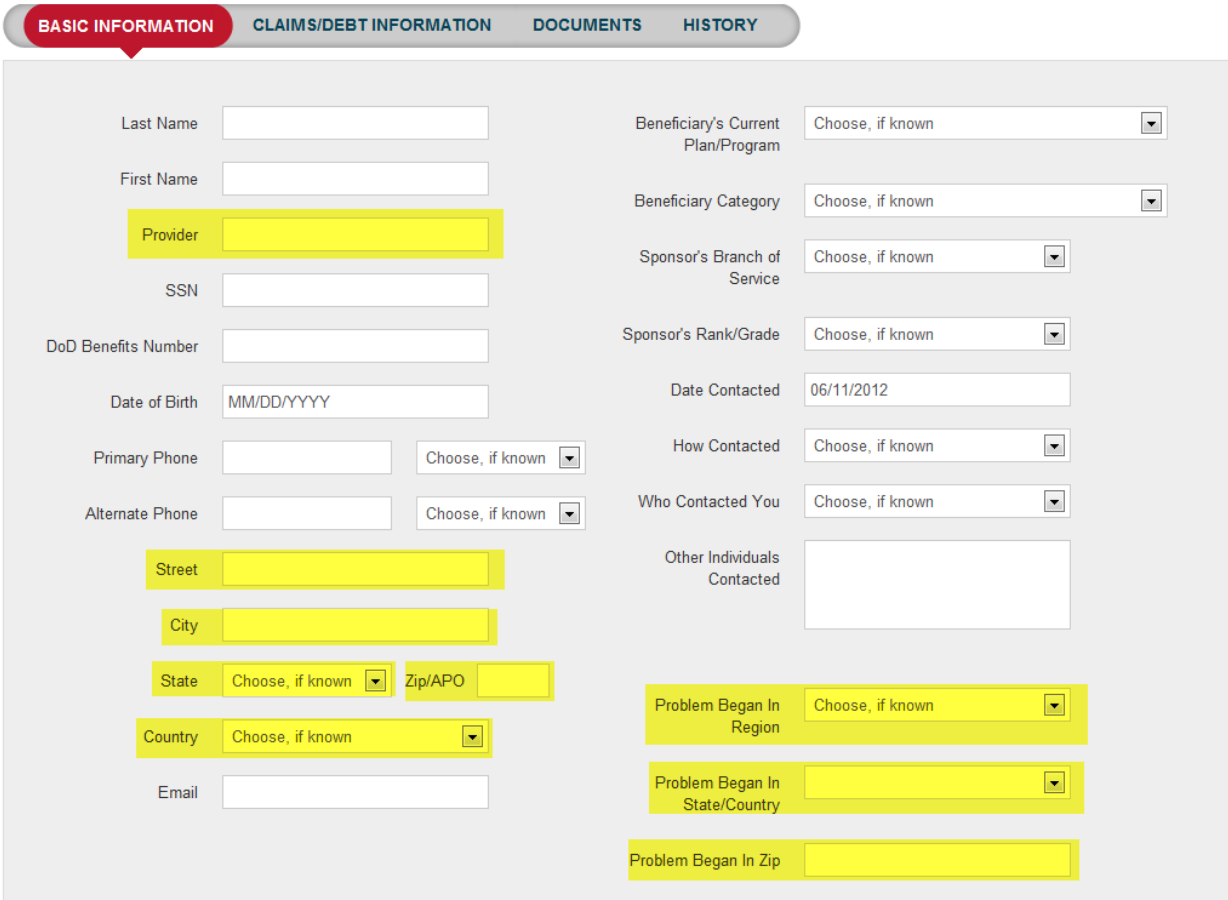
The Info Box displays:

- Your pending cases; in the example to the left, the user has 33 active cases.
- Your referred in cases; in the example to the left, the user has 5 referred in cases.
    - You will still receive an email if someone refers a case to you.
- Your referred out cases; in the example to the left, the user has 3 referred out cases.
- Messages entered by the ART admin team. Short messages display within the box. To view longer messages, click the “See All Messages” link. The complete message displays in a separate window.



To return to the dashboard, click the “Back to Dashboard” button or click the “Cases” button in the header.

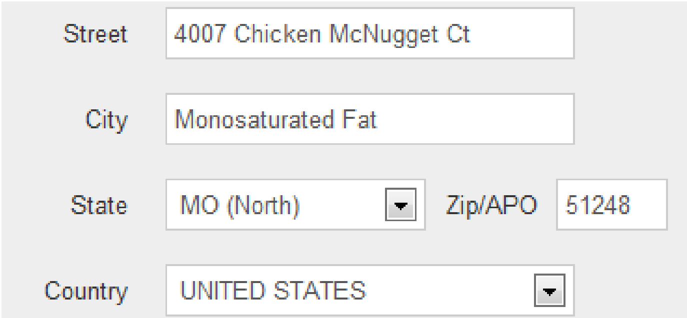
Basic Information Tab



We added new fields to the "Basic Information" tab.

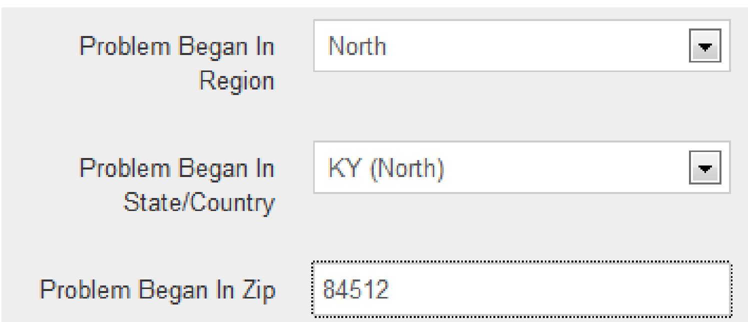
The "Provider" field is for you to enter the name of the provider/facility associated with your case. Remember you can now search on this field.

The address fields ("Street," "City," "State," "ZIP/APO," and "Country") are for you to enter the beneficiary's/provider's address. These fields used to be in the "Additional Information" tab but we thought it would be easier to have them in the "Basic Information" tab with all of the other demographic information. Don't you agree? An example is below:



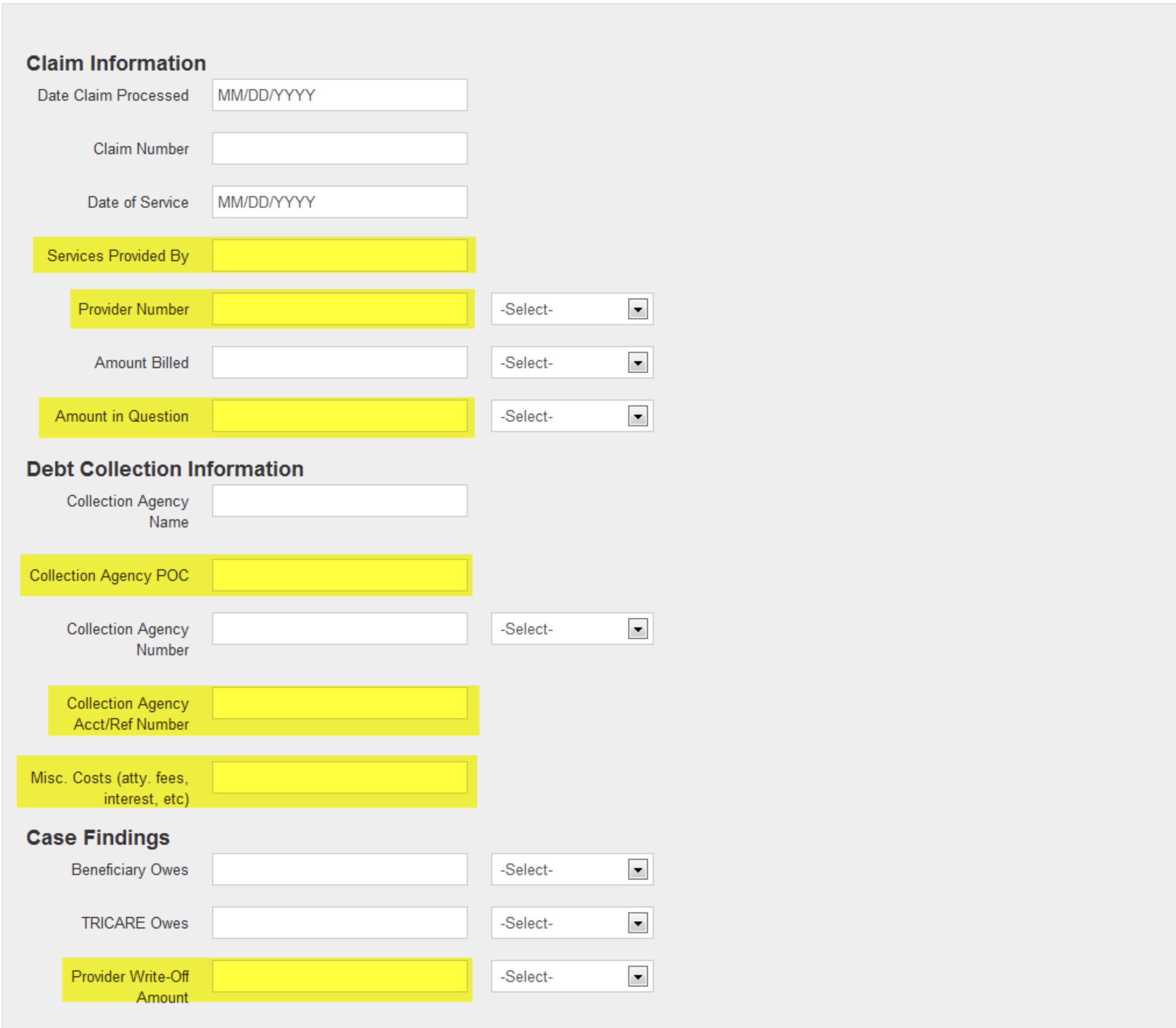
Please take note of the state listings. We made changes to the listing so it's consistent with the TRICARE regions in regards to states with two region affiliations, i.e. Fort Campbell, Kentucky is part of the South but the rest of the state is part of the North region. For the example above, we selected Missouri in the North region (St Louis area).

The "Problem Began In" fields ("Problem Begain in Region," "Problem Began in State/Country," and "Problem Began In ZIP") are for you to identify where the issue took place. For example, you may be working at a military treatement facility in the West region and you're helping a beneficiary with a claims issue that took place in the North region.



Of course these fields are optional but adding the information is useful when creating reports. The data will allow you to pinpoint where issues are happening.

Claims/Debt Information Tab (formerly known as the Additional Info tab)



We changed the name of the tab to better describe the information in the tab. The new "Claims/Debt Information" tab is divided into three sections so it doesn't look as cluttered as before.

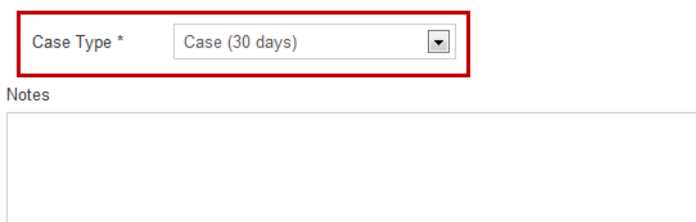
The changes highlighted above are:

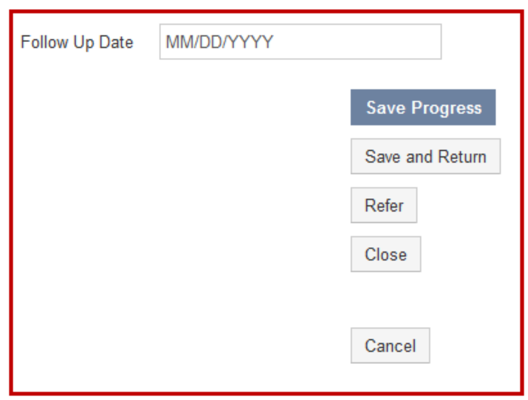
- The "Service Provided By" is for you to enter the name of the provider/facility where the beneficiary received services.
- The "Provider Number" field is for you to enter the provider's/facility's phone or fax number.

- The “Amount in Question” (formerly “Amount Disputed”) field is for you to enter the amount the provider/facility/collection agency states the beneficiary owes.
- The “Collection Agency POC” field is for you to enter the name of the collection agency account representative.
- The “Collection Agency Acct/Ref Number” field is for you to enter the account or reference number assigned by the collection agency.
- The “Misc Costs” field is for you to enter any additional amount accrued by the beneficiary to include attorney fees, interest, etc.
- The “Provider Write-Off Amount” (formerly known as “Provider Liability”) is for you to enter the amount the provider writes-off, i.e. amount greater than the TRICARE allowable.

Other Changes

Notice the “Case Type” field is no longer a part of the “Basic Information” tab, it’s now located under each tab.





We also moved and renamed some buttons!

“Save and Continue” is now “Save Progress”

“Save as Pending” is now “Save and Return.” Remember the “Save and Return” button sends you back to the dashboard.

New Feature - Re-Open A Case

No need to email the ART admin team anymore if you need to reopen a case; you now have the power to do this yourself! To reopen a case, you must first find it using the Basic or Advanced Search feature.

- Use the Basic Search feature to search for cases entered within the past year.
- Use the Advanced Search feature to search for older cases.

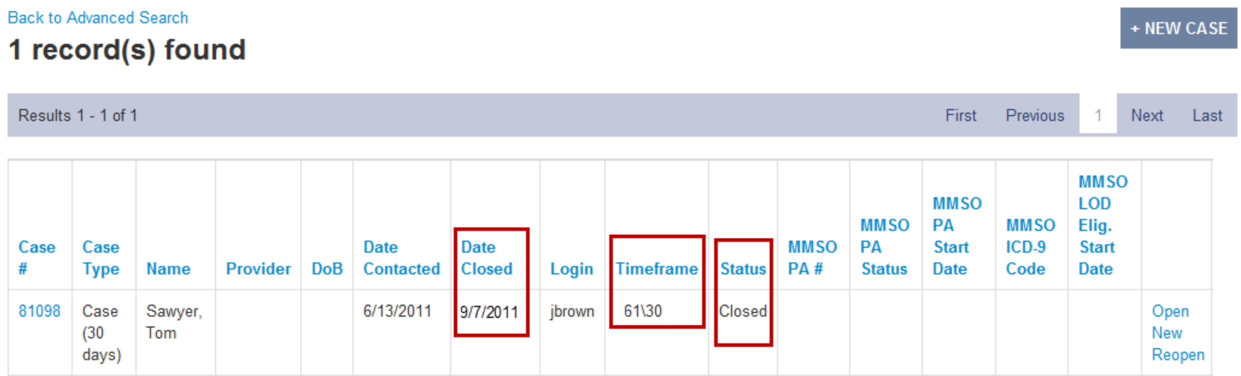
Remember when reopening a case:

- If you're associated to a:
    - Military treatment facility (MTF), you can only reopen your cases and cases of other ART users at *your* MTF.
    - Organization/Unit, you can only reopen your cases and cases of other ART users at *your* Organization/Unit.
    - Service-level, you can reopen your cases and cases of other ART users associated to *your* Service.
    - TRICARE Regional/Area Office, you can reopen your cases and cases of other ART users associated to *your region/area*.
- The timeframe <u>doesn't start over</u>, it continues. If you previously closed a case two weeks ago and reopen it today, those additional 10 business days are added to its timeframe.
- It will reappear in the "Pending Cases" tab. If you aren't the owner of the case, the case won't appear in your "Pending Cases" tab; it will appear in the <u>owner's</u> "Pending Cases" tab.

To reopen a case, follow the steps below:

Step 1: Search for the case you wish to reopen.

The search results page displays. Note the “Date Closed,” the “Timeframe,” and the “Status.”


Back to Advanced Search

1 record(s) found

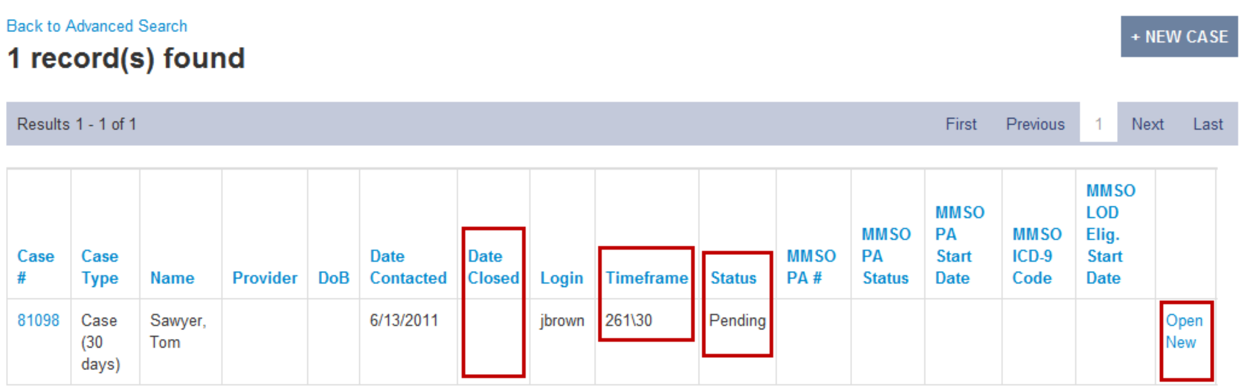
+ NEW CASE

Results 1 - 1 of 1 First Previous 1 Next Last

Case #	Case Type	Name	Provider	DoB	Date Contacted	Date Closed	Login	Timeframe	Status	MMSO PA #	MMSO PA Status	MMSO PA Start Date	MMSO ICD-9 Code	MMSO LOD Elig. Start Date	
81098	Case (30 days)	Sawyer, Tom			6/13/2011	9/7/2011	jbrown	61\30	Closed						Open New Reopen

Step 2: Click the “Reopen” link next to the case you wish to reopen.

The search results page displays. Note the “Date Closed” is gone, the “Timeframe” changed to show the current timeframe, the “Status” is now “Pending,” and the option to “Reopen” the case is gone.


Back to Advanced Search

1 record(s) found

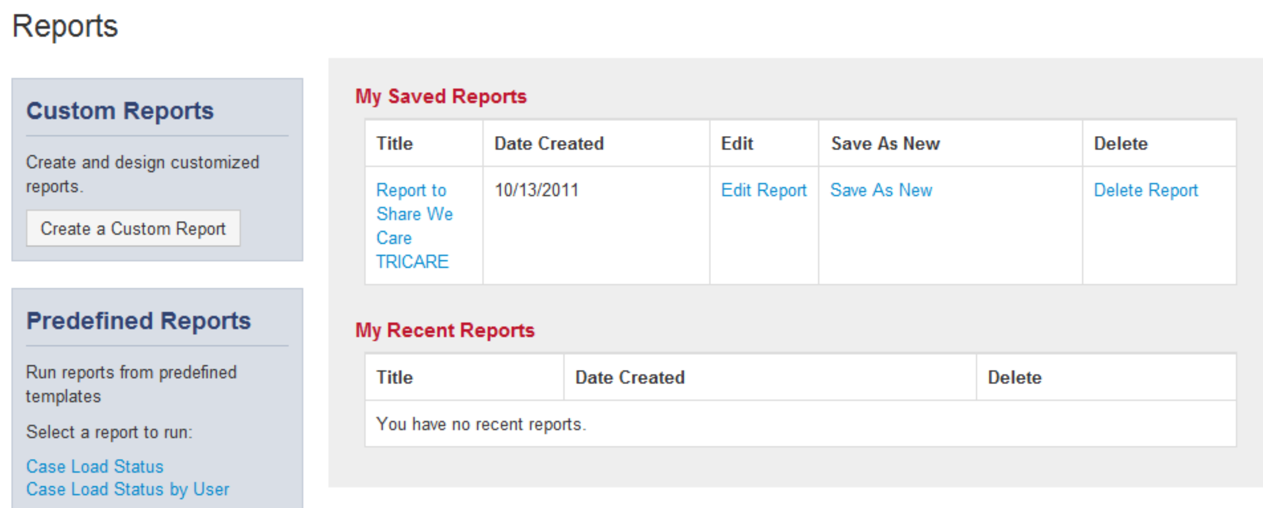
+ NEW CASE

Results 1 - 1 of 1 First Previous 1 Next Last

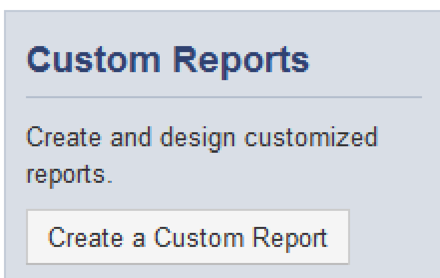
Case #	Case Type	Name	Provider	DoB	Date Contacted	Date Closed	Login	Timeframe	Status	MMSO PA #	MMSO PA Status	MMSO PA Start Date	MMSO ICD-9 Code	MMSO LOD Elig. Start Date	
81098	Case (30 days)	Sawyer, Tom			6/13/2011		jbrown	261\30	Pending						Open New

Reporting

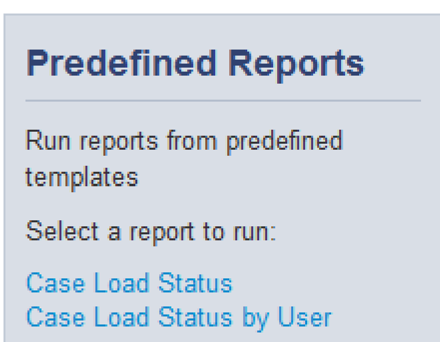
The Reporting section got a **major** facelift!



The Ad Hoc report feature is now the Custom Reports feature.



The Predefined Reports now has it's own box with quick links to the two available reports ("Case Load Status" and "Case Load Status by User").



“My Saved Reports” section (formerly “My Report Templates”) displays your saved reports.

“My Recent Reports” section (formerly “Recent Report Templates”) displays the last five reports you created and didn’t save.

Notice the “Shared Report Templates” section is gone.

My Saved Reports

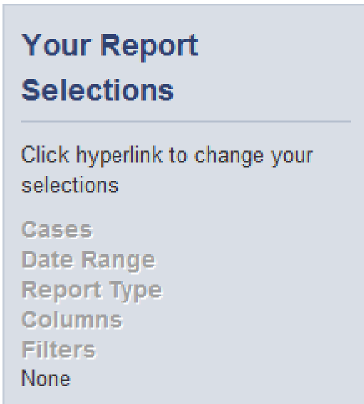
Title	Date Created	Edit	Save As New	Delete
Report to Share We Care TRICARE	10/13/2011	Edit Report	Save As New	Delete Report

My Recent Reports

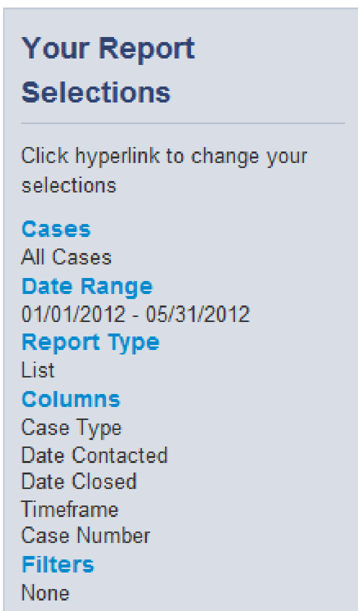
Title	Date Created	Delete
You have no recent reports.		

Create a Custom Report (formerly Create a New Ad Hoc Report)

We tried to make creating a custom report as easy as possible for you; we hope you like the changes!

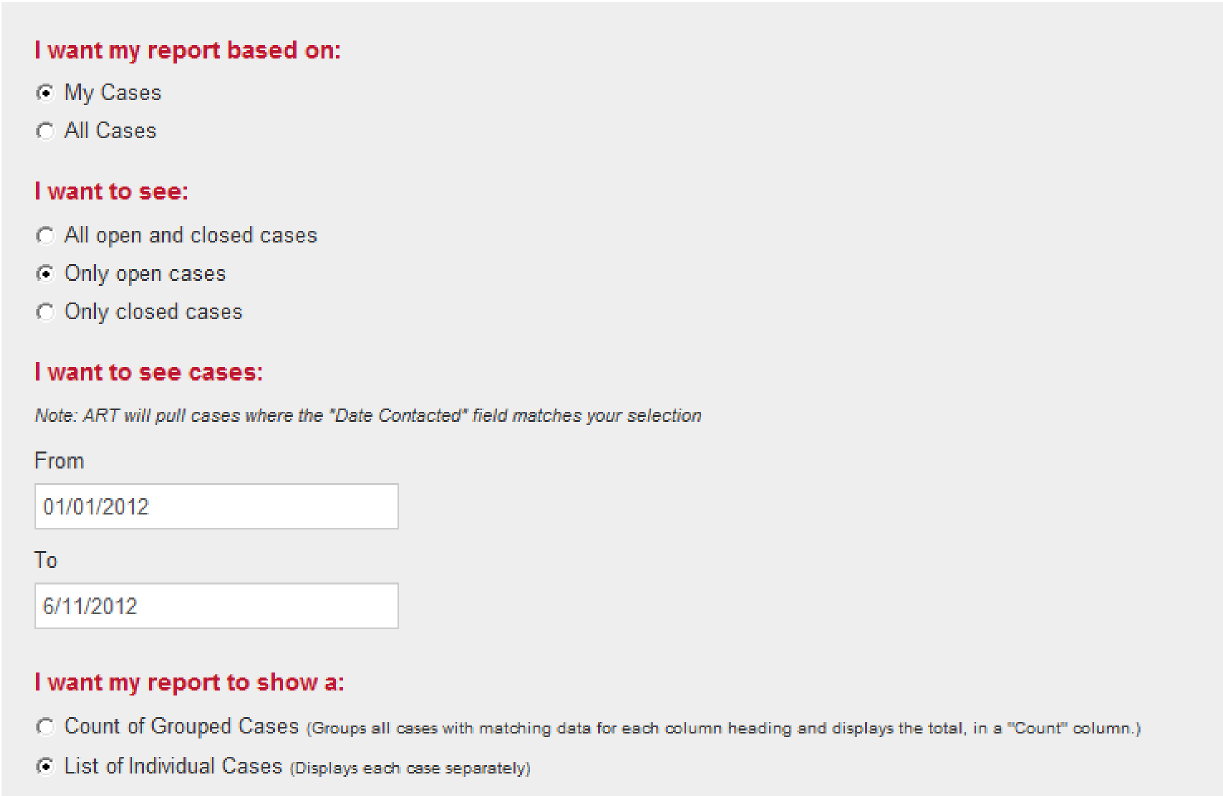


We added a “Your Report Selections” box to each step of creating a custom report to remind you of the selections you made. The example to the left shows zero selections made. As you go through the steps of creating a custom report, the “Your Report Selections” box will populate with your selections; see the example below.



At any time during the selection process you can change your selections by clicking on a link in the box. Links are shown in **blue.** When you click on a link, the system will take you back to that step.

We combined steps one through three into one page and renamed the steps to make them easier to understand!



"I want my report based on," allows you to pull data using your cases or all cases within your facility/location.

"I want to see," allows you to pick the kind of cases you want to include in your report. The options are:

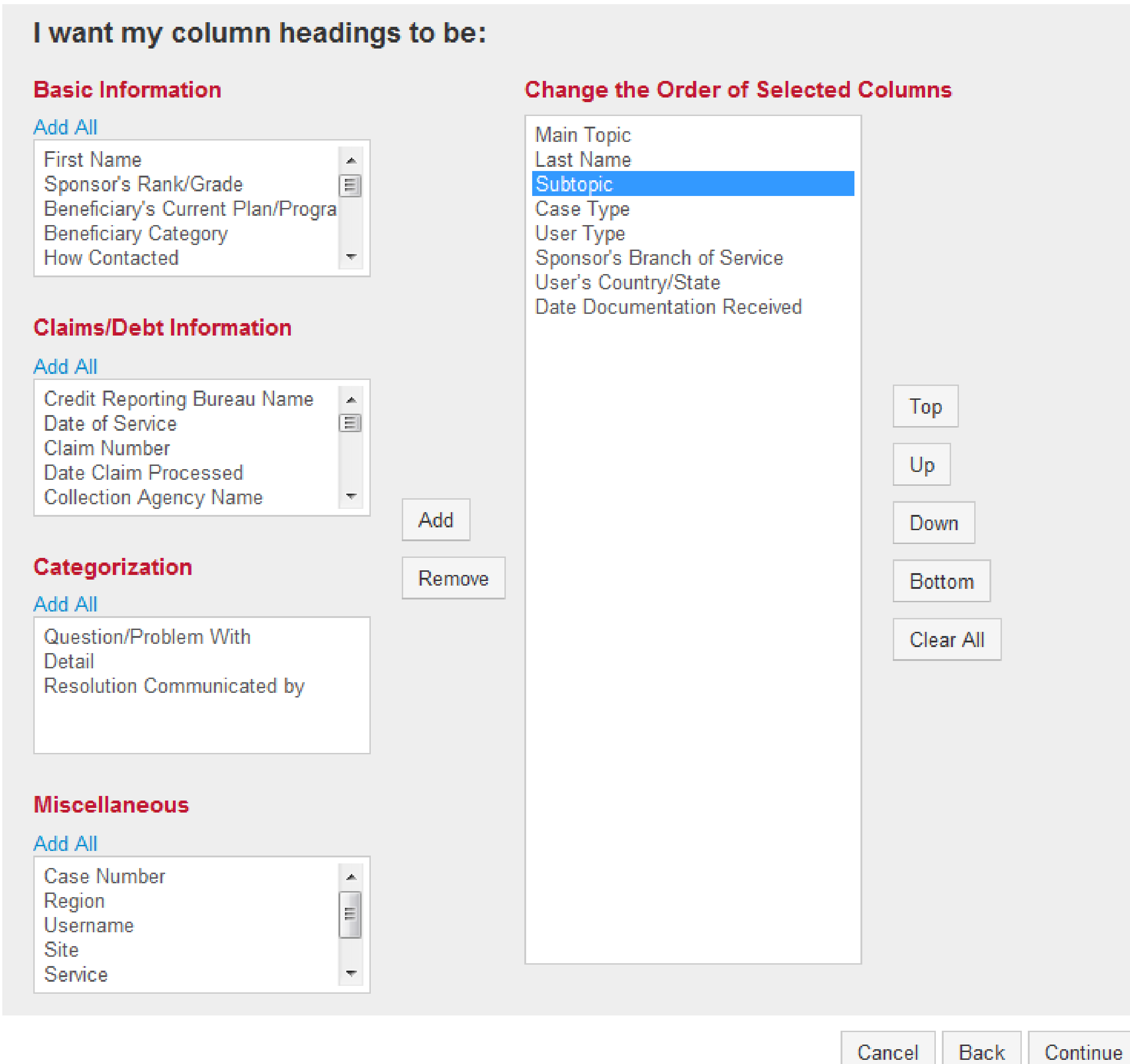
- All open and closed cases
- Only open cases
- Only closed cases

"I want to see cases," allows you to choose the date range for your report. We added a note to clarify how the system pulls the data.

"I want my report to show a," allows you to choose how you want your data displayed. We also added a brief explanation of how each report will display. The options available are:

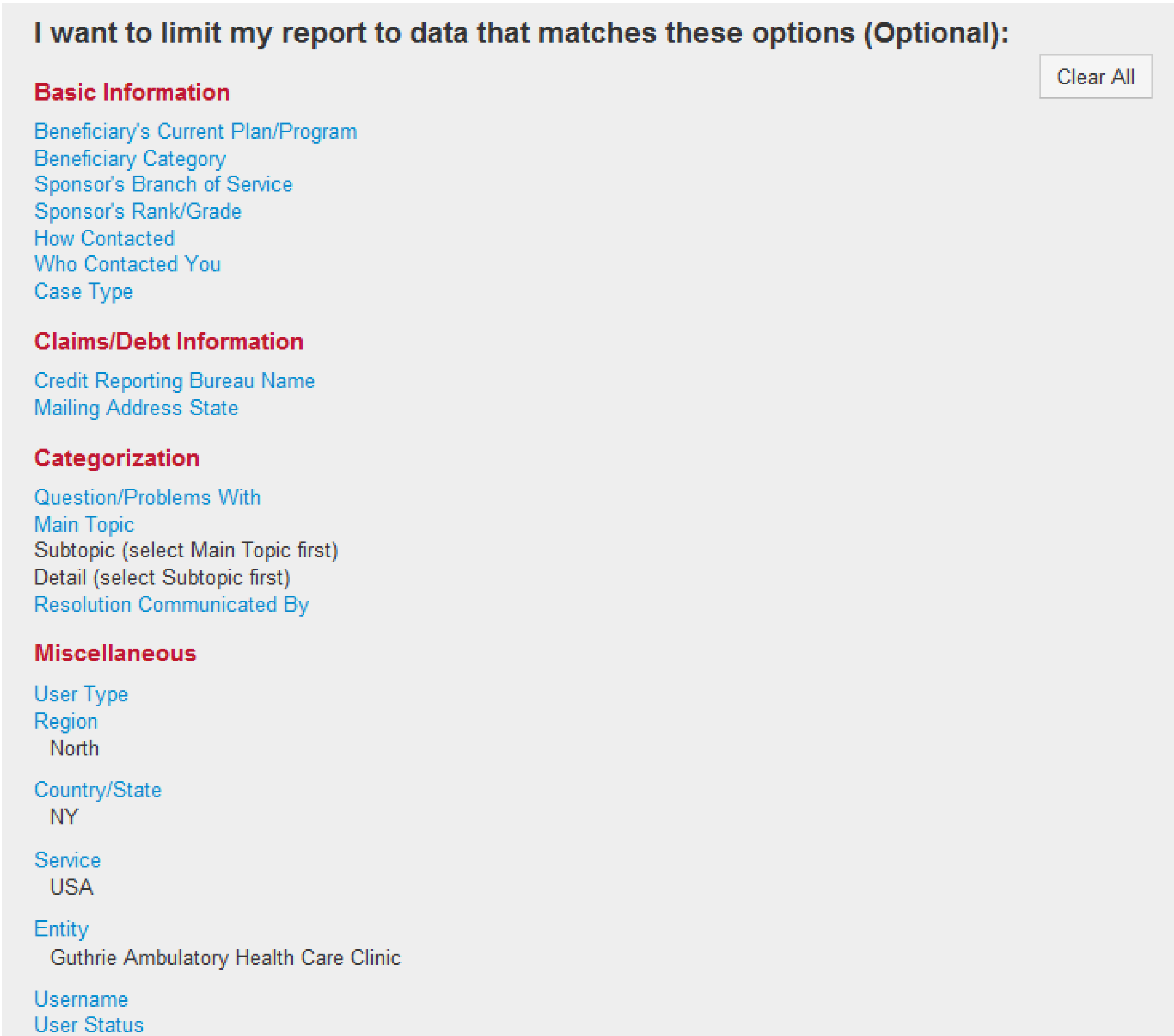
- Count of Grouped Cases (formerly known as a "Count Report"), and
- List of Individual Cases (formerly known as a "List Report")

I Want My Column Headings To Be (formerly Step 4 – Column Headings)



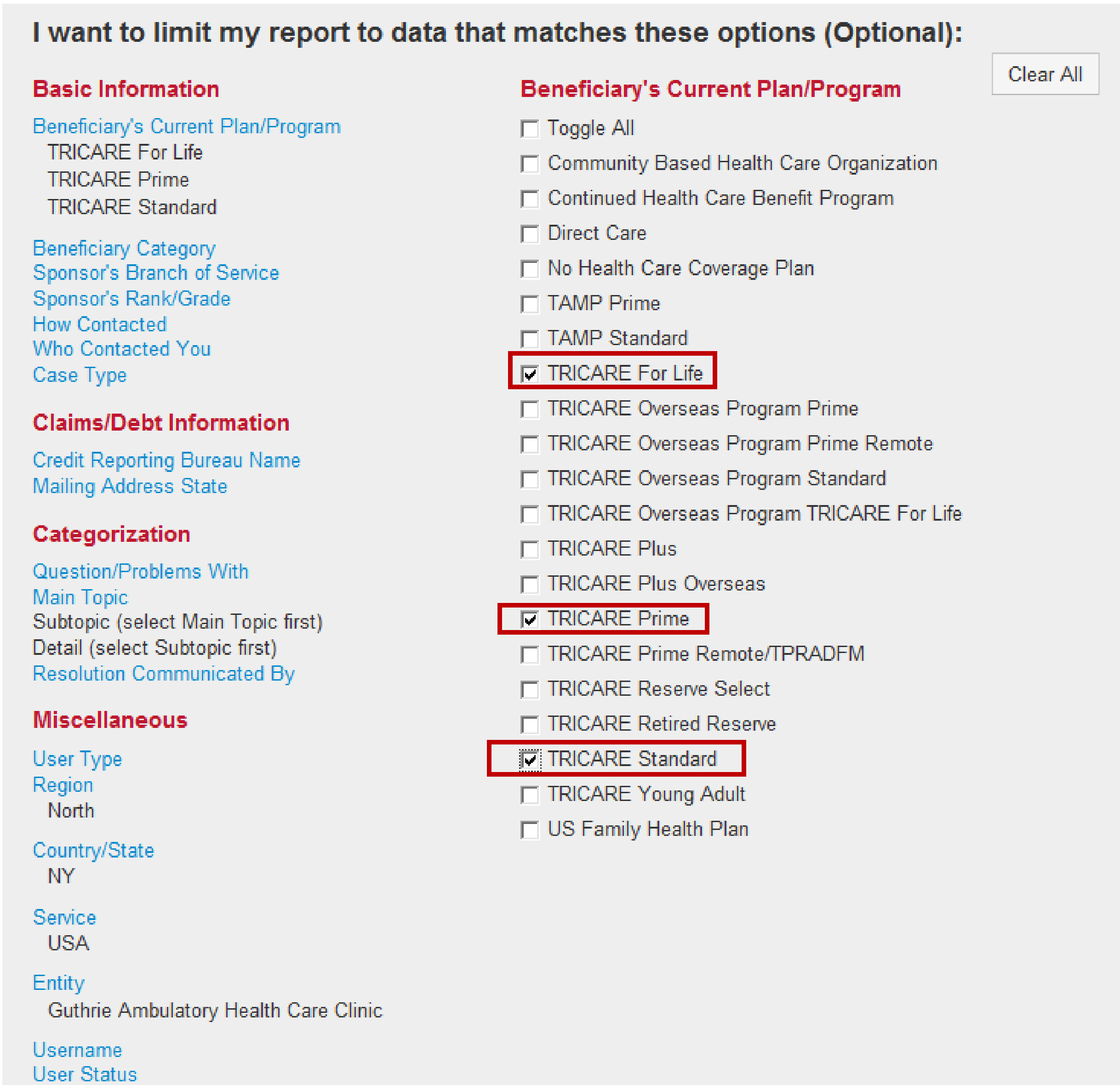
The new ART allows you to change the order of *any* of the column headings you select! In the example, we selected various column headings and rearranged the order to our liking.

I Want to Limit My Report to Data that Matches These Options (formerly Step 5 - Filters)



All the filters are now available in one page; you no longer need to scroll down to see all of the options and you no longer have to wait for the system to refresh!

If you want to select filters, click on the appropriate **link** to display all of the available filters. Then select your filters by clicking the appropriate check boxes.



Don't worry if you don't completely understand how to create a custom report. We'll soon have a module on how to create a custom report. In the meantime, email (BCACDCAO@tma.osd.mil) us if you need help with creating a report or are confused about any of the changes.