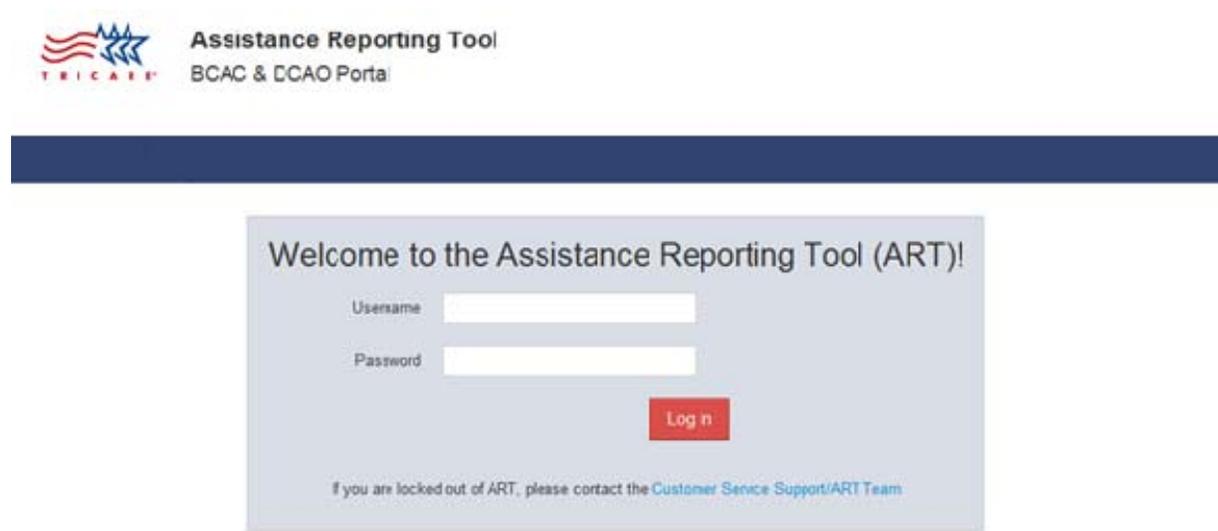


The Assistance Reporting Tool (ART) got an extreme makeover! This mini-guide will highlight and help you familiarize yourself with the changes.

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

Monday, 6/11/2012 12:44:44 PM, Session Time Remaining:
119:43



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 – Civilian;
- Contractor; and
- Foreign National

Header and Dashboard

Monday, 6/11/2012 12:44:44 PM, Session Time Remaining: 118:09



Assistance Reporting Tool
 BCAC & DCAO Portal

HEADER

Welcome, James Brown (GOV-CIV)
Log Out

[Advanced Search](#)

CASES
REPORTS

SEARCH

My Cases ≤ 1 yr
Go

Welcome, James Brown!

Your Previous Successful Login:
 The last time you logged on to this account was on 6/11/2012 at 12:43 PM from IP address 214.1.47.197.

Your Last Unsuccessful Logon:
 There was an unsuccessful attempt to log on to this account on 6/6/2012 at 11:04 AM from IP address 214.1.47.77.

Close

PENDING CASES
REFERRED IN
REFERRED OUT

+ NEW CASE

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80219	Debt Collection Case (60 days)	Sawyer, Tom		01/01/2010	627/60	
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	
H	80338*	Case (30 days)	Refer, Refer		06/30/2010	503/30	
H	80337*	Case (30 days)	Gaga, Lady		06/30/2010	503/30	
H	80358	Case (30 days)	Sawyer, Tom		06/30/2010	503/30	
H	80330*	Case (30 days)	Jacob, Bella		06/30/2010	503/30	
H	80361	Case (30 days)	Sawyer, Tom		07/01/2010	502/30	

You have:

- 34 active cases
- 5 cases referred in
- 3 cases referred out

Messages

Welcome to the Assistance Training Tool (ART) Training Site!

Remember to use this site to...

[See All Messages](#)

Priority Key

- H High Priority
- M Medium Priority
- L Low Priority

DASH
BOARD

The Header

[Advanced Search](#)

CASES
REPORTS

SEARCH

My Cases ≤ 1 yr
Go

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

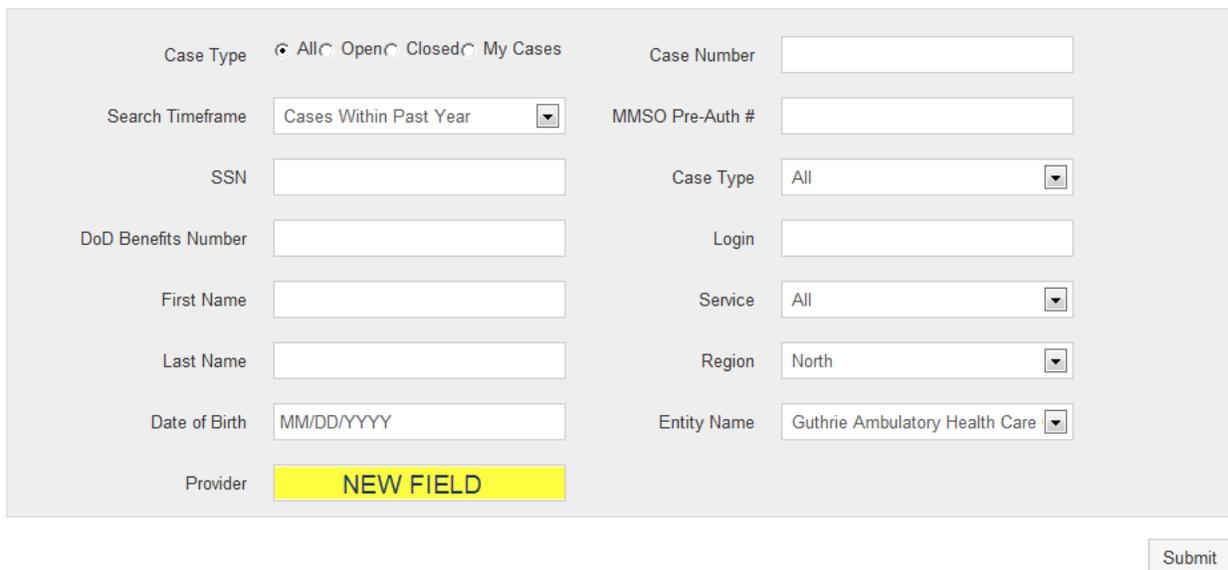


The screenshot shows a search bar with a dark blue background. On the left, the word "SEARCH" is in white. To its right is a text input field containing "SSN, Case #, DBN, or Last Name". Further right is a dropdown menu currently showing "My Cases ≤ 1 yr". A dropdown menu is open below it, listing "All Cases ≤ 1 yr" and "My Cases ≤ 1 yr" (which is highlighted in blue). To the right of the dropdown is a "Go" button.

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).

Search using any combination of the following:



The screenshot shows an advanced search form with a light gray background. It contains several input fields and dropdown menus arranged in two columns. The left column includes: Case Type (radio buttons for All, Open, Closed, My Cases), Search Timeframe (dropdown: Cases Within Past Year), SSN, DoD Benefits Number, First Name, Last Name, Date of Birth (format: MM/DD/YYYY), and Provider (text input with "NEW FIELD" in yellow). The right column includes: Case Number, MMSO Pre-Auth #, Case Type (dropdown: All), Login, Service (dropdown: All), Region (dropdown: North), and Entity Name (dropdown: Guthrie Ambulatory Health Care). A "Submit" button is located at the bottom right of the form.

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 screenshot shows a yellow banner with a dark blue header "Welcome, James Brown!". Below the header, there are two sections: "Your Previous Successful Login:" followed by "The last time you logged on to this account was on 6/8/2012 at 1:14 PM from IP address 214.1.47.197." and "Your Last Unsuccessful Logon:" followed by "There was an unsuccessful attempt to log on to this account on 6/6/2012 at 11:04 AM from IP address 214.1.47.77." A blue "Close" link is in the top right corner, with a blue arrow pointing to it.

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

The dashboard features four navigation tabs: **PENDING CASES** (highlighted in red), **REFERRED IN**, **REFERRED OUT**, and **+ NEW CASE**. The main content area displays a table of pending cases. To the right, a sidebar titled "You have:" shows 30 active cases, 5 cases referred in, and 3 cases referred out. Below this is a "Messages" section with a welcome message and a "See All Messages" link.

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	

Priority Key

- H High Priority
- M Medium Priority
- L Low Priority

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

The "Pending Cases" tab is highlighted in red. The table below shows the details for three cases, with the "Priority" and "Provider" columns highlighted in yellow.

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
	82230	Case (30 days)	Chammak , Challo		05/14/2012	20/30	
	82229	Case (30 days)	Aaja, Nachle		05/24/2012	12/30	
	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



The screenshot shows a grey Info Box with a white background. At the top, it says "You have:" in blue. Below this, there are three colored boxes: a red box with "33" and "active cases", a blue box with "5" and "cases referred in", and a dark blue box with "3" and "cases referred out". Below these is a section titled "Messages" in blue. The message content reads: "Welcome to the Assistance Training Tool (ART) Training Site!" followed by "Remember to use this site to..." and a blue link "See All Messages".

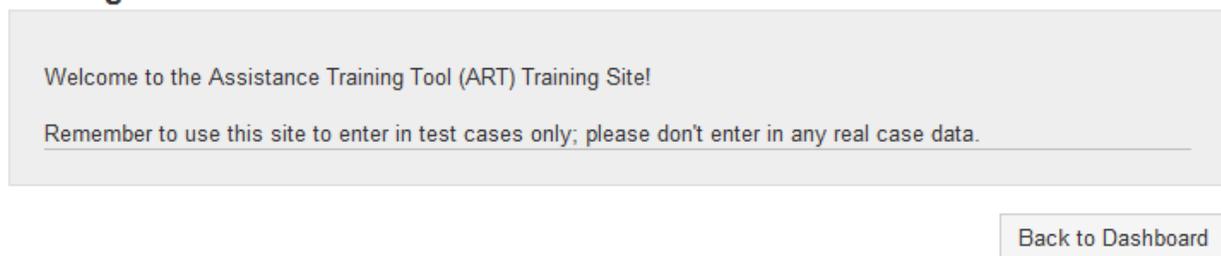
We added the Info Box to right of the dashboard to give you a quick total of your cases, no need to count them any more!

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.

Messages



The screenshot shows a grey Messages box with a white background. The message content reads: "Welcome to the Assistance Training Tool (ART) Training Site!" followed by "Remember to use this site to enter in test cases only; please don't enter in any real case data." Below the message is a blue link "See All Messages". At the bottom right of the box is a button labeled "Back to Dashboard".

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

Basic Information Tab

The screenshot shows a web form with a navigation bar at the top containing 'BASIC INFORMATION', 'CLAIMS/DEBT INFORMATION', 'DOCUMENTS', and 'HISTORY'. The 'BASIC INFORMATION' tab is active. The form is organized into two main columns. The left column includes text input fields for 'Last Name', 'First Name', 'Provider' (highlighted in yellow), 'SSN', 'DoD Benefits Number', 'Date of Birth' (with a date format 'MM/DD/YYYY'), 'Primary Phone', 'Alternate Phone', 'Street', 'City', 'State' (a dropdown menu), 'Zip/APO', 'Country' (a dropdown menu), and 'Email'. The right column features several dropdown menus: 'Beneficiary's Current Plan/Program', 'Beneficiary Category', 'Sponsor's Branch of Service', 'Sponsor's Rank/Grade', and 'Who Contacted You'. It also includes text input fields for 'Date Contacted' (pre-filled with '06/11/2012') and 'How Contacted'. A larger text area is provided for 'Other Individuals Contacted'. At the bottom right, three additional dropdown menus are highlighted in yellow, labeled 'Problem Began In Region', 'Problem Began In State/Country', and 'Problem Began In Zip'.

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.

A close-up view of the 'Provider' field. The label 'Provider' is on the left, and the text 'Dr. Sherman Klump' is entered in the adjacent text box.

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:

Customer Service Support Branch

Street	<input type="text" value="4007 Chicken McNugget Ct"/>
City	<input type="text" value="Monosaturated Fat"/>
State	<input type="text" value="MO (North)"/> ▼
Zip/APO	<input type="text" value="51248"/>
Country	<input type="text" value="UNITED STATES"/> ▼

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 Began 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 treatment facility in the West region and you're helping a beneficiary with a claims issue that took place in the North region.

Problem Began In Region	<input type="text" value="North"/> ▼
Problem Began In State/Country	<input type="text" value="KY (North)"/> ▼
Problem Began In Zip	<input type="text" value="84512"/>

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)

The screenshot shows a web form titled "Claims/Debt Information" divided into three sections: "Claim Information", "Debt Collection Information", and "Case Findings".

- Claim Information:** Includes fields for "Date Claim Processed" (MM/DD/YYYY), "Claim Number", "Date of Service" (MM/DD/YYYY), "Services Provided By" (highlighted in yellow), "Provider Number" (highlighted in yellow), "Amount Billed", and "Amount in Question" (highlighted in yellow). Each of these fields is followed by a dropdown menu with "-Select-" as the default option.
- Debt Collection Information:** Includes fields for "Collection Agency Name", "Collection Agency POC" (highlighted in yellow), "Collection Agency Number", "Collection Agency Acct/Ref Number" (highlighted in yellow), and "Misc. Costs (atty. fees, interest, etc)" (highlighted in yellow). Each of these fields is followed by a dropdown menu with "-Select-" as the default option.
- Case Findings:** Includes fields for "Beneficiary Owes", "TRICARE Owes", and "Provider Write-Off Amount" (highlighted in yellow). Each of these fields is followed by a dropdown menu with "-Select-" as the default option.

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.

The screenshot displays a portion of a web form. On the left, a dropdown menu labeled 'Case Type *' is highlighted with a red box, showing 'Case (30 days)' as the selected option. Below this is a text area labeled 'Notes'. On the right, a date input field labeled 'Follow Up Date' is highlighted with a red box, showing the placeholder 'MM/DD/YYYY'. Below the date field is a vertical stack of buttons: 'Save Progress' (highlighted in blue), 'Save and Return', 'Refer', 'Close', and 'Cancel'.

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 doesn't start over, 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 owner's "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.”

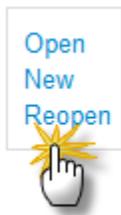
[Back to Advanced Search](#)

+ NEW CASE

1 record(s) found

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](#)

+ NEW CASE

1 record(s) found

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!

Reports

The screenshot displays the Reporting section with four main components:

- Custom Reports:** A box with the title "Custom Reports", the text "Create and design customized reports.", and a button labeled "Create a Custom Report".
- Predefined Reports:** A box with the title "Predefined Reports", the text "Run reports from predefined templates", and "Select a report to run:" followed by two links: "Case Load Status" and "Case Load Status by User".
- My Saved Reports:** A table with the following data:

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:** A table with the following data:

Title	Date Created	Delete
You have no recent reports.		

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

This is a close-up of the Custom Reports box, showing the title "Custom Reports", the text "Create and design customized reports.", and the "Create a Custom Report" button.

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").

This is a close-up of the Predefined Reports box, showing the title "Predefined Reports", the text "Run reports from predefined templates", "Select a report to run:", and two links: "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

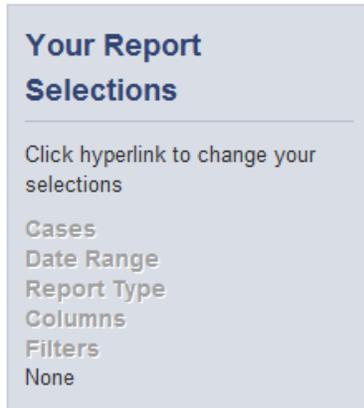
Title	Date Created	Edit	Save As New	Delete
Report to Share We Care TRICARE	10/13/2011	Edit Report	Save As New	Delete Report

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!

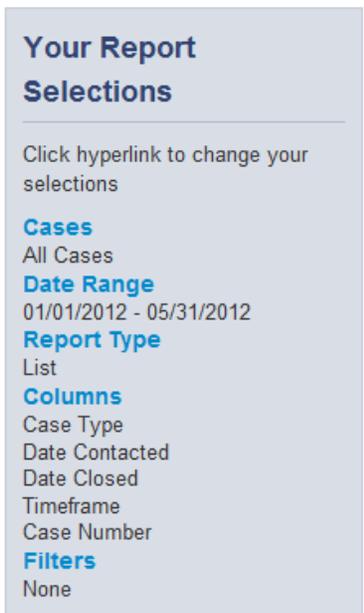


Your Report Selections

Click hyperlink to change your selections

- Cases
- Date Range
- Report Type
- Columns
- Filters
- None

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.



Your Report Selections

Click hyperlink to change your selections

- Cases**
All Cases
- Date Range**
01/01/2012 - 05/31/2012
- Report Type**
List
- Columns**
Case Type
Date Contacted
Date Closed
Timeframe
Case Number
- Filters**
None

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:

My Cases
 All Cases

I want to see:

All open and closed cases
 Only open cases
 Only closed cases

I want to see cases:

Note: ART will pull cases where the "Date Contacted" field matches your selection

From

To

I want my report to show a:

Count of Grouped Cases (Groups all cases with matching data for each column heading and displays the total, in a "Count" column.)
 List of Individual Cases (Displays each case separately)

“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)

I want my column headings to be:

Basic Information
Add All
First Name
Sponsor's Rank/Grade
Beneficiary's Current Plan/Progra
Beneficiary Category
How Contacted

Claims/Debt Information
Add All
Credit Reporting Bureau Name
Date of Service
Claim Number
Date Claim Processed
Collection Agency Name

Categorization
Add All
Question/Problem With
Detail
Resolution Communicated by

Miscellaneous
Add All
Case Number
Region
Username
Site
Service

Change the Order of Selected Columns
Main Topic
Last Name
Subtopic
Case Type
User Type
Sponsor's Branch of Service
User's Country/State
Date Documentation Received

Add
Remove

Top
Up
Down
Bottom
Clear All

Cancel Back Continue

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)

I want to limit my report to data that matches these options (Optional): Clear All

Basic Information

- Beneficiary's Current Plan/Program
- Beneficiary Category
- Sponsor's Branch of Service
- Sponsor's Rank/Grade
- How Contacted
- Who Contacted You
- Case Type

Claims/Debt Information

- Credit Reporting Bureau Name
- Mailing Address State

Categorization

- Question/Problems With
- Main Topic
- Subtopic (select Main Topic first)
- Detail (select Subtopic first)
- Resolution Communicated By

Miscellaneous

- User Type
- Region
 - North
- Country/State
 - NY
- Service
 - USA
- Entity
 - Guthrie Ambulatory Health Care Clinic
- Username
- User Status

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.

I want to limit my report to data that matches these options (Optional):

Basic Information Beneficiary's Current Plan/Program TRICARE For Life TRICARE Prime TRICARE Standard Beneficiary Category Sponsor's Branch of Service Sponsor's Rank/Grade How Contacted Who Contacted You Case Type	Beneficiary's Current Plan/Program <input type="checkbox"/> Toggle All <input type="checkbox"/> Community Based Health Care Organization <input type="checkbox"/> Continued Health Care Benefit Program <input type="checkbox"/> Direct Care <input type="checkbox"/> No Health Care Coverage Plan <input type="checkbox"/> TAMP Prime <input type="checkbox"/> TAMP Standard <input checked="" type="checkbox"/> TRICARE For Life <input type="checkbox"/> TRICARE Overseas Program Prime <input type="checkbox"/> TRICARE Overseas Program Prime Remote <input type="checkbox"/> TRICARE Overseas Program Standard <input type="checkbox"/> TRICARE Overseas Program TRICARE For Life <input type="checkbox"/> TRICARE Plus <input type="checkbox"/> TRICARE Plus Overseas <input checked="" type="checkbox"/> TRICARE Prime <input type="checkbox"/> TRICARE Prime Remote/TPRADFM <input type="checkbox"/> TRICARE Reserve Select <input type="checkbox"/> TRICARE Retired Reserve <input checked="" type="checkbox"/> TRICARE Standard <input type="checkbox"/> TRICARE Young Adult <input type="checkbox"/> US Family Health Plan
Claims/Debt Information Credit Reporting Bureau Name Mailing Address State	
Categorization Question/Problems With Main Topic Subtopic (select Main Topic first) Detail (select Subtopic first) Resolution Communicated By	
Miscellaneous User Type Region North Country/State NY Service USA Entity Guthrie Ambulatory Health Care Clinic Username User Status	

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.