



TRICARE
MANAGEMENT
ACTIVITY

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS**

SKYLINE FIVE, SUITE 810, 5111 LEESBURG PIKE
FALLS CHURCH, VIRGINIA 22041-3206

NOV 13 2007

**MEMORANDUM FOR DEPUTY CHIEF, COMMUNICATIONS & CUSTOMER
SERVICE**

**DEPUTY CHIEF, TRICARE ACQUISITIONS
DIRECTOR, TRICARE REGIONAL OFFICE - NORTH
DIRECTOR, TRICARE REGIONAL OFFICE - SOUTH
DIRECTOR, TRICARE REGIONAL OFFICE - WEST
DIRECTOR, TRICARE AREA OFFICE - PACIFIC
DIRECTOR, TRICARE AREA OFFICE - EUROPE
DIRECTOR, TRICARE AREA OFFICE - LATIN AMERICA
AND CANADA**

SUBJECT: Use of the Assistance Reporting Tool

This memorandum establishes policy for the use of the Assistance Reporting Tool (ART) by all TRICARE Management Activity (TMA) operational offices, to track beneficiary encounters and cases. This will ensure compliance with Department of Defense Instruction (DoDI) 6015.23, "Delivery of Healthcare at military treatment facilities: Foreign Service Care; Third-Party Collection; Beneficiary Counseling and Assistance Coordinators," dated October 30, 2002.

OBJECTIVE:

Ensure that all TRICARE Beneficiary Counseling and Assistance Coordinators (BCACs), Debt Collection Assistance Officers (DCAOs) and customer service representatives use one standard, secure, certified platform to document and track beneficiary workload.

PROCESSES:

- ART is maintained by the Communications & Customer Service, (C&CS) Directorate as a Health Insurance Portability and Accountability Act (HIPAA), Privacy Act, Department of Defense Information Technology Security Certification and Accreditation Process/Department of Defense Information Assurance Certification and Accreditation Process-certified Web-based application to enter, track, and report on beneficiary encounters and trends. ART provides a secure method to send and receive cases from the field, BCACs and DCAOs at all levels of the Military Health System, as well as certain contract partners, currently using the application.

- TMA C&CS will grant user privileges upon verification of authority to use the application. User access will be based on required level of hierarchy from military treatment facility to TMA user. Users can request access by contacting *bcacdcao@tma.osd.mil* or through their respective TRICARE Regional Office (TRO).
- Training will be provided via an incorporated training data base, a comprehensive ART User Manual and via semiannual telephone training. Additional training will be offered on an ad hoc basis, or as requested and opportunities present.
- Suggestions for improvements/modifications to ART can be made by users at all levels by sending suggestions to *bcacdcao@tma.osd.mil*. C&CS ART team will review and determine the feasibility of the change, as well as determine if the technology supports it and will approve or disapprove the suggested change accordingly.
- ART also currently provides a suite of standardized reports that can assist with trends analysis. These reports can assist in tailoring TRICARE educational needs, as well as address topics as captured within ART current issues trend analysis.
- TMA C&CS will be providing TMA leadership with quarterly reports on case load.

CONCLUSION:

It has been determined that ART provides a secure beneficiary case tracking platform that can be used across TMA enterprise, which complies with DoDI 6015.23. It is therefore determined that ART will be the sole beneficiary case tracking tool used by TMA operational offices, to include all TROs and TRICARE Area Offices per this memorandum.

SOURCE DOCUMENTS:

DoDI 6015.23, "Delivery of Healthcare at Military Treatment Facilities: Foreign Service Care; Third-Party Collection; Beneficiary Counseling and Assistance Coordinators," dated October 30, 2002.



Elder Granger
Major General, MC, USA
Deputy Director



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ACTION MEMO

FOR: DEPUTY DIRECTOR, TRICARE MANAGEMENT ACTIVITY

FROM: Ms. Jean Storck, Chief, Health Plan Operations (//s//11/8/07)

*Shelley
Storck
Chief*

SUBJECT: Assistance Reporting Tool Survey Overview and Assistance Reporting Tool Reports

- The attached policy memorandum (TAB A) mandates use of the Assistance Reporting Tool (ART) by all TRICARE Management Activity (TMA) operational offices.
- An Information Paper (TAB B) provides a summary of the Service Surgeons General, TRICARE Regional Offices, and TRICARE Area Offices responses to the ART Usage Survey.
- TAB C includes a summary of the types of ART Data Reports and the reports for the first quarter of calendar year 2007 (January 1–March 31). These reports will be provided to the Communications & Customer Service Directorate and TMA leadership on a quarterly basis.

RECOMMENDATION: That you sign the memorandum at TAB A.

COORDINATION: TAB D

11/13/07

Attachments:
As stated

*Please keep me posted
on compliance
with reports etc
Thank you
Storck*

Prepared by: Mr. Frank N. Roth, C&CS/TMA, (703) 681-1751, Livelink # 128313, 128315, 128317, 128320, 140389