

# Welcome to the Assistance Reporting Tool!

The Assistance Reporting Tool (ART) is a web-based system designed specifically for Beneficiary Counseling and Assistance Coordinators (BCACs), Debt Collection Assistance Officers (DCAOs), and other members of the customer service community, including the Military Medical Support Office (MMSO).

The TRICARE Management Activity Beneficiary Education and Support Division (TMA BE&S) designed this tool as a secure, electronic means to track, refer, reflect, and report on workloads associated with resolution of beneficiary and/or provider inquiries. MMSO uses the system to review and grant decisions regarding authorizations for line-of-duty/fitness for duty and remote member care.

ART received an Authority to Operate (ATO) in compliance with the Department of Defense (DoD) Information Assurance Certification and Accreditation Process (DIACAP)<sup>1</sup> on June 2, 2012. The system undergoes an annual risk assessment to ensure protective controls are maintained during the lifecycle of the system. ART maintains a Privacy Impact Assessment (PIA)<sup>2</sup> on file with the TMA Privacy and Civil Liberties Office. The PIA may be found at <http://www.tricare.mil/tma/privacy/PIA-summary.aspx>.

ART is currently public-key infrastructure-enabled. The purpose of a public-key infrastructure (PKI) is to manage keys and certificates. This allows us to establish and maintain a

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<sup>1</sup> Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) is the process under which all DoD systems are certified as meeting a set of security requirements and then accredited for operation by a designated official.

<sup>2</sup> Privacy Impact Assessment (PIA) is an analysis of how information is handled: (i) to ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy, (ii) to determine the risks and effects of collecting, maintaining, and distributing information in identifiable form in an electronic information system, and (iii) to examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks." Going through the PIA process ensures that appropriate information assurance measures are in place (such as: secured storage media, secured transmission, special handling instructions, and access controls). The TMA Privacy Office is responsible for implementing and monitoring the use of PIAs for all MHS/TMA IT systems as well as making this information publicly available.

trustworthy system environment. A PKI enables you to access the system via your Common Access Card.

ART provides you with the ability to document the volume and type of work you do when assisting beneficiaries, providers, and other individuals. The system helps you identify issues beneficiaries are concerned about, and facilitates discussion and implementation of corrective actions that may lead to enhanced customer satisfaction. Additionally, it supports the [Government Accountability Office recommendation](#) that the Department of Defense develop a centralized system to track beneficiary feedback across the Military Health System. ART data captured helps TMA BE&S, TRICARE Regional Offices/TRICARE Area Offices, and Services develop tailored educational materials and improve beneficiary assistance efforts. ART collects this data in real-time, allowing to determine shifts in beneficiary issues quickly and easily. ART modules and a training database are available to help you get comfortable with how the system works before actual case entry.

ART is only as good as those that use it and the data entered into it, so your ongoing feedback is always needed to improve it. There may be data elements, categories, or details that need to be developed based on new local initiatives, TRICARE programs, or policy changes. We ask you to send feedback, comments and ideas on functional elements, data elements, and possible performance enhancements to [bcacdcao@tma.osd.mil](mailto:bcacdcao@tma.osd.mil).

The system is designed to work with Internet Explorer (IE) version 7.0 or higher. Please check with your system administrator to determine whether or not ART is compatible with your version of IE.

For questions or comments regarding ART, please contact us at [bcacdcao@tma.osd.mil](mailto:bcacdcao@tma.osd.mil).