

**TRICARE MANAGEMENT ACTIVITY  
BENEFICIARY EDUCATION AND SUPPORT  
ASSISTANCE REPORTING TOOL**

**FY12 Q4**

**TRICARE NORTH REGION REPORT**

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION.....</b>	<b>1</b>
<b>2</b>	<b>FINDINGS .....</b>	<b>1</b>
2.1	Case Status by Case Type.....	1
2.2	Case Status by Site.....	2
2.3	Question or Problem.....	3
2.4	Main Topics and Subtopics among Question/Problem: TRICARE Prime .....	4
2.4.1	Enrollment/Purchase .....	4
2.4.2	Claims.....	5

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**1 INTRODUCTION**

The Assistance Reporting Tool (ART) is a web-based system that serves as a supportive tool for Beneficiary Counseling and Assistance Coordinators (BCAC), Debt Collection Assistance Officers (DCAO) and other Military Health System (MHS) customer service personnel to assist TRICARE beneficiaries with TRICARE related inquiries and provide medical authorization and claims assistance for remotely located service members and line of duty care. The system 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.

ART helps capture the issues beneficiaries are concerned about, and facilitates discussion and implementation of corrective actions that may lead to enhanced customer satisfaction.

ART also supports the Government Accountability Office recommendation that the Department of Defense develop a centralized application to track beneficiary feedback across the MHS. ART also standardizes data elements, thus promoting consistency in individual and system-wide data analysis and reporting.

We ran a profile of the inquiries in ART reported by BCACs, DCAOs and other customer service staff associated to the TRICARE North region. The analysis is limited to inquiries made during Quarter 4 of Fiscal Year 2012, which covers contact dates between July 1, 2012 and September 30, 2012. The report yielded a total of 16,172 cases.

Please note data reflected is self-reported by ART users, therefore results may reflect some user error.

**2 FINDINGS**

**2.1 Case Status by Case Type**

- 16,172 cases were opened in FY12 Q4 (Table 2-1)
  - This is a 15% increase in number of cases versus FY12 Q3
- There were 502 cases still pending at the end of FY12 Q4 (Table 2-1)
- Nearly all of reported cases were non-debt collection cases (99%) versus debt collection cases (1%) (Table 2-1)

**Table 2-1: Case Status by Case Type**

Case Type	FY12 Q4					
	Case Status					
	n	Closed	n	Pending	Total n	Total %
Non-Debt Collection Case	15569	99%	471	94%	16040	99%
Debt Collection Case	101	1%	31	6%	132	1%
<b>Total</b>	<b>15670</b>	<b>100%</b>	<b>502</b>	<b>100%</b>	<b>16172</b>	<b>100%</b>

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**2.2 Case Status by Site**

- At the site level, users associated at the Naval Branch Medical Clinic Oceana entered the most cases (17%) (Table 2-2)
- Users at the Naval Branch Medical Clinic Oceana (17%) and 87<sup>th</sup> Medical Group at McGuire AFB (16%) had the largest proportion of pending cases (Table 2-2)
- 1% of cases were entered at TRO North (Table 2-2)

**Table 2-2: Case Status by Site**

Site	FY12 Q4					
	Closed		Pending		Total n	Total %
Site	n	%	n	%	Total n	Total %
Naval Branch Medical Clinic Oceana	2701	17%	87	17%	2788	17%
Dunham US Army Health Clinic	1657	11%	0	0%	1657	10%
Womack Army Medical Center	1384	9%	22	4%	1406	9%
633d Medical Group Langley AFB	1310	8%	2	0%	1312	8%
TRICARE Prime Clinic Virginia Beach	1181	8%	3	1%	1184	7%
Walter Reed National Military Medical Center	1086	7%	5	1%	1091	7%
Naval Medical Center Portsmouth	696	4%	36	7%	732	5%
Kimbrough Ambulatory Care Center	657	4%	4	1%	661	4%
Keller Army Community Hospital	639	4%	6	1%	645	4%
Camp Atterbury	552	4%	41	8%	593	4%
87th Medical Group McGuire AFB	488	3%	78	16%	566	3%
McDonald Army Health Clinic	518	3%	4	1%	522	3%
Guthrie Ambulatory Health Care Clinic	474	3%	26	5%	500	3%
Ireland Army Community Hospital	477	3%	19	4%	496	3%
US Army Medical Clinic Fort McCoy	341	2%	13	3%	354	2%
Blanchfield Army Community Hospital	327	2%	19	4%	346	2%
Naval Branch Health Clinic Sewells Point	310	2%	21	4%	331	2%
Fort Belvoir Community Hospital	255	2%	28	6%	283	2%
TRO North	190	1%	11	2%	201	1%
Naval Health Clinic Cherry Point	116	1%	21	4%	137	1%
Detroit Arsenal - Military Medical Readiness & Occupational Health Center	100	1%	0	0%	100	1%
Kirk US Army Health Clinic*	64	0%	5	1%	69	0%
US Army Recruiting Battalion New England*	39	0%	5	1%	44	0%
436th Airlift Wing Dover AFB*	28	0%	13	3%	41	0%
375th Medical Group Scott AFB*	13	0%	15	3%	28	0%
Joint Forces HQ - Delaware*	11	0%	17	3%	28	0%
Naval Hospital Camp Lejeune*	17	0%	0	0%	17	0%
Ainsworth Army Health Clinic*	15	0%	0	0%	15	0%
US Army Recruiting Battalion Cleveland*	6	0%	0	0%	6	0%
US Army Sustainment Command*	5	0%	1	0%	6	0%
US Army Health Clinic Rock Island Arsenal*	5	0%	0	0%	5	0%
Captain James A. Lovell Federal Health Care Center*	4	0%	0	0%	4	0%
North Carolina Air National Guard*	4	0%	0	0%	4	0%
<b>Total</b>	<b>15670</b>	<b>100%</b>	<b>502</b>	<b>100%</b>	<b>16172</b>	<b>100%</b>

\*Among instances where % < 1; 0% is displayed

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**2.3 Question/Problem With**

- The top question or problem in the North region was about TRICARE Prime (58%) (Table 2-3)

**Table 2-3: Question/Problem With**

Question/Problem With	FY12 Q4	
	Total n	Total %
Prime	9070	58%
Briefing/Education	1328	8%
TRICARE For Life	1038	7%
TRICARE Plus	986	6%
Standard	669	4%
TRICARE Prime Remote/TPRADFM	397	3%
TRICARE (General)	396	3%
Direct Care	367	2%
DEERS	231	1%
TAMP	199	1%
No Health Plan Coverage	191	1%
Line of Duty	136	1%
Pharmacy - Retail	125	1%
TRICARE Reserve Select	107	1%
TRICARE Dental Program*	70	0%
TRICARE Young Adult*	66	0%
Prime Travel Benefit*	59	0%
Active Duty Dental Program*	47	0%
Pharmacy - MTF*	31	0%
TRICARE Overseas Program Prime*	29	0%
TRICARE Retiree Dental Program*	22	0%
Pharmacy - Home Delivery*	16	0%
Dental Treatment Facility*	15	0%
US Family Health Plan*	15	0%
Continued Health Care Benefit Program*	12	0%
VA*	8	0%
Extended Care Health Option*	7	0%
HIPPA/Privacy Act*	7	0%
TRICARE Overseas Program Prime Remote*	7	0%
TRICARE Overseas Program TRICARE For Life*	7	0%
TRICARE Retired Reserve*	5	0%
CHAMPVA*	4	0%
Community Based Health Care Organization*	1	0%
Transitional Care For Service-Related Condition (TCSRC) Program*	1	0%
TRICARE Overseas Program Standard*	1	0%
<b>Total</b>	<b>15670</b>	<b>100%</b>

*\*Among instances where % < 1; 0% is displayed  
Note: The above analysis is based on closed cases*

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**2.4 Main Topics and Subtopics among Question/Problem With: TRICARE Prime**

- The top main topics under TRICARE Prime are:
  - Enrollment/Purchase (2,124)
  - Claims (2,120)

**2.4.1 Enrollment/Purchase**

- Most inquiries were for help with an application or form (831) (Table 2-4)

**Table 2-4: Enrollment/Purchase Subtopics among Question/Problem: TRICARE Prime**

Subtopic	FY12 Q4	
	Question/Problem With: Prime	
	Main Topic: Enrollment / Purchase	
	Total n	Total %
Help with Application/Form	831	39%
Application/Form	730	34%
Basic Information	490	23%
Fee/Premium	38	2%
Retro-Enrollment Request/Lockout Waiver	16	1%
Beneficiary/Provider Disengaged*	7	0%
Failed to Meet Criteria*	6	0%
Card Request*	3	0%
Unable to Enroll/Purchase*	3	0%
<b>Total</b>	<b>2124</b>	<b>100%</b>

\*Among instances where % < 1; 0% is displayed  
Note: The above analysis is based on closed cases

- Most application or form inquiries were to assist with a PCM change form (297) (Table 2-5)

**Table 2-5: Assistance with PCM Change Form**

Detail	FY12 Q4	
	Question/Problem With: Prime	
	Main Topic: Enrollment / Purchase	
	Subtopic: Help with Application/Form	
	Total n	Total %
PCM Change	297	36%
New Enrollment/Purchase	209	25%
Add Family Member	145	17%
Transfer Into a New Region	130	16%
Sponsor Status Change	38	5%
Access Waiver	9	1%
Split Enrollment*	3	0%
<b>Total</b>	<b>831</b>	<b>100%</b>

\*Among instances where % < 1; 0% is displayed  
Note: The above analysis is based on closed cases

**Beneficiary Education and Support Assistance Reporting Tool  
FY12 Q4 TRICARE North Region Report**

**2.4.2 Claims**

- Most inquiries were for basic information (i.e., how to file claims, where to send, etc.) (730) (Table 2-6)

**Table 2-6: Claims Subtopics among Question/Problem: TRICARE Prime**

Subtopic	FY12 Q4	
	Question/Problem With: Prime	
	Main Topic: Claims	
	Total n	Total %
Basic Information	730	34%
Beneficiary Responsible for Payment	451	21%
TRICARE Responsible for Payment	371	18%
Provider Activity	226	11%
Forms & Other Documentation	194	9%
Third Party Liability	64	3%
Collection Agency	43	2%
Beneficiary/Provider Disengaged	27	1%
Coding	14	1%
<b>Total</b>	<b>2120</b>	<b>100%</b>