

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

FY12 Q4

TRICARE PACIFIC REGION REPORT

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

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**Beneficiary Education and Support Assistance Reporting Tool
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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 Pacific 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 336 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

- 336 cases were opened in FY12 Q4 (Table 2-1)
 - This is a 31% decrease in number of cases opened versus FY12 Q3
- There were 94 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

FY12 Q4						
Case Status						
Case Type	n	Closed	n	Pending	Total n	Total %
Non-Debt Collection Case	240	99%	91	97%	331	99%
Debt Collection Case	2	1%	3	3%	5	1%
Total	242	100%	94	100%	336	100%

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

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2.2 Case Status by Site

- At the site level, staff at TAO Pacific (30%) entered the most cases (Table 2-2)
- The Camp Walker Wood U.S. Army Health Clinic and had the largest proportion of pending cases (61%) (Table 2-2)

Table 2-2: Case Status by Site

Site	FY12 Q4					
	Closed		Pending		Total n	Total %
	n	%	n	%		
TAO Pacific	101	42%	1	1%	102	30%
Camp Casey Troop Medical Clinic	86	36%	0	0%	86	26%
Camp Walker Wood U.S. Army Health Clinic	3	1%	57	61%	60	18%
Naval Hospital Yokosuka	17	7%	16	17%	33	10%
Naval Hospital Okinawa	23	10%	8	9%	31	9%
18th Medical Group Kadena AB	5	2%	6	6%	11	3%
BG Crawford Sams US Army Health Clinic	3	1%	2	2%	5	1%
374th Medical Group Yokota AB*	1	0%	3	3%	4	1%
Brian Allgood Army Community Hospital	3	1%	0	0%	3	1%
Naval Hospital Guam*	0	0%	1	1%	1	0%
Total	242	100%	94	100%	336	100%

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

2.3 Question/Problem With

- The top questions or problems in the TRICARE Pacific region is about:
 - TRICARE Overseas Program Prime (62%) (Table 2-3)

Table 2-3: Question/Problem With

Question/Problem With	FY12 Q4	
	Total n	Total %
TRICARE Overseas Program Prime	149	62%
TRICARE Overseas Program Standard	40	17%
Prime	14	6%
TRICARE Overseas Program Prime Remote	5	2%
TRICARE Plus Overseas	5	2%
TRICARE Reserve Select	5	2%
TRICARE Overseas Program TRICARE For Life	4	2%
Direct Care	2	1%
Standard	2	1%
TAMP	2	1%
TRICARE For Life	2	1%
TRICARE Plus	2	1%
TRICARE Retired Reserve	2	1%
Active Duty Dental Program*	1	0%
Briefing/Education*	1	0%
Extended Care Health Option*	1	0%
No Health Plan Coverage*	1	0%
Prime Travel Benefit*	1	0%
TRICARE (General)*	1	0%
TRICARE Dental Program*	1	0%
TRICARE Young Adult*	1	0%
Total	242	100%

Note: The above analysis is based on closed cases

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