

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

FY12 Q4

TRICARE SOUTH REGION REPORT

**Beneficiary Education and Support Assistance Reporting Tool
FY12 Q4 TRICARE South 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 South 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 14,085 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

- 14,085 cases were opened in FY12 Q4 (Table 2-1)
 - This is a 13% decrease in number of cases opened versus FY12 Q3
- There were 177 cases still pending at the end of FY12 Q4 (Table 2-1)
- Nearly all of reported cases were non-debt collection cases (100% displayed because value is more than 99%) versus debt collection cases (0% displayed because value is less than 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	13879	100%	159	90%	14038	100%
Debt Collection Case*	29	0%	18	10%	47	0%
Total	13908	100%	177	100%	14085	100%

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

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2.2 Case Status by Site

- At the site level, staff at 6th Medical Group MacDill AFB reported the most cases (39%) (Table 2-2)
- Staff at the 23rd medical Group at Moody Air Force Base had the largest proportion of pending cases (17%) (Table 2-2)
- Users associated with TRO-South entered less-than 1% of cases (Table 2-2)

Table 2-2: Case Status by Site

Site	FY12 Q4					
	Case Status					
	n	Closed	n	Pending	Total n	Total %
6th Medical Group MacDill AFB	5422	39%	5	3%	5427	39%
Dwight D. Eisenhower Army Medical Center	2034	15%	0	0%	2034	14%
Winn Army Community Hospital	1765	13%	4	2%	1769	13%
Darnall Army Medical Center	879	6%	6	3%	885	6%
Tuttle Army Health Clinic	740	5%	0	0%	740	5%
Martin Army Community Hospital	405	3%	1	1%	406	3%
Moncrief Army Community Hospital	403	3%	0	0%	403	3%
Lyster Army Community Hospital	341	2%	8	5%	349	2%
Camp Shelby Joint Forces Training Center	336	2%	0	0%	336	2%
42nd Medical Group Maxwell AFB	198	1%	23	13%	221	2%
Fox Army Health Center	151	1%	8	5%	159	1%
Naval Hospital Jacksonville	141	1%	11	6%	152	1%
Brooke Army Medical Center	142	1%	1	1%	143	1%
19th Medical Group Little Rock AFB	101	1%	23	13%	124	1%
23rd Medical Group Moody AFB	79	1%	30	17%	109	1%
Naval Branch Health Clinic Mid-South	89	1%	17	10%	106	1%
81st Medical Group Keesler AFB	89	1%	0	0%	89	1%
Reynolds Army Community Hospital	80	1%	0	0%	80	1%
96th Medical Group Eglin AFB	78	1%	0	0%	78	1%
20th Medical Group Shaw AFB*	57	0%	18	10%	75	1%
Hawks Medical Army Clinic*	67	0%	5	3%	72	1%
78th Medical Group Robins AFB*	54	0%	2	1%	56	0%
14th Medical Group Columbus AFB*	50	0%	1	1%	51	0%
Bayne Jones Army Community Hospital*	42	0%	5	3%	47	0%
325th Medical Group Tyndall AFB*	46	0%	0	0%	46	0%
72nd Medical Group Tinker AFB*	38	0%	0	0%	38	0%
45th Medical Group Patrick AFB*	31	0%	2	1%	33	0%
Centers for Disease Control and Prevention*	27	0%	2	1%	29	0%
2nd Medical Group Barksdale AFB *	21	0%	1	1%	22	0%
Army National Guard - Florida*	0	0%	3	2%	3	0%
TRO South*	2	0%	1	1%	3	0%
Total	13908	100%	177	100%	14085	100%

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

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2.3 Question/Problem With

- The top question or problem in the TRICARE South region was about TRICARE Prime (71%) (Table 2-3)

Table 2-3: Question/Problem With

Question/Problem With	FY12 Q4	
	Total n	Total %
Prime	9821	71%
TRICARE Plus	947	7%
Briefing/Education	739	5%
TRICARE For Life	603	4%
Prime Travel Benefit	514	4%
Standard	173	1%
No Health Plan Coverage	167	1%
Direct Care	153	1%
DEERS	135	1%
TAMP	132	1%
Pharmacy - Retail	81	1%
TRICARE Prime Remote/TPRADFM	77	1%
TRICARE Dental Program	75	1%
Community Based Health Care Organization*	63	0%
TRICARE Retiree Dental Program*	42	0%
Line of Duty*	35	0%
TRICARE Reserve Select*	27	0%
TRICARE Young Adult*	24	0%
TRICARE (General)*	21	0%
Active Duty Dental Program*	13	0%
Pharmacy - Home Delivery*	11	0%
Pharmacy - MTF*	11	0%
TRICARE Overseas Program Prime*	11	0%
Dental Treatment Facility*	7	0%
TRICARE Overseas Program TRICARE For Life*	7	0%
US Family Health Plan*	5	0%
TRICARE Overseas Program Standard*	4	0%
TRICARE Retired Reserve*	3	0%
VA*	3	0%
TRICARE Overseas Program Prime Remote*	2	0%
Continued Health Care Benefit Program*	1	0%
Extra*	1	0%
Total	13908	100%

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