

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

**FY12 Q4**

**TRICARE LATIN AMERICAN AND CANADA (TLAC)  
REGION REPORT**

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

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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 Latin American and Canada (TLAC) 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 225 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**

- 225 cases were opened in FY12 Q4 (Table 2-1)
  - This is a 40% increase in case volume versus FY12 Q3
- There were 4 cases still pending at the end of FY12 Q4 (Table 2-1)
- Nearly all of reported cases were non-debt collection cases (98%) versus debt collection cases (2%) (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	219	99%	1	25%	220	98%
Debt Collection Case	2	1%	3	75%	5	2%
<b>Total</b>	<b>221</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>225</b>	<b>100%</b>

**2.2 Case Status by Site**

- Most cases were entered at the Rodriguez Army Health Clinic (84%) (Table 2-2)
- All pending cases are at the Rodriguez Army Health Clinic (Table 2-2)
- Users at the TAO entered 16% of cases (Table 2-2)

**Table 2-3: Case Status by Site**

FY12 Q4						
Case Status						
Site	n	Closed	n	Pending	Total n	Total %
Rodriguez Army Health Clinic	185	84%	4	100%	189	84%
TAO TLAC	36	16%	0	0%	36	16%
<b>Total</b>	<b>221</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>225</b>	<b>100%</b>

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**2.3 Question/Problem With**

- The top question or problem in the TLAC region was:
  - Community Based Health Care Organization (57%) (Table 2-3)

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

Question/Problem With	FY12 Q4	
	Total n	Total %
Community Based Health Care Organization	125	57%
Continued Health Care Benefit Program	55	25%
TRICARE Overseas Program Prime Remote	14	6%
TRICARE Overseas Program Standard	10	5%
TRICARE Overseas Program Prime	9	4%
TRICARE Reserve Select	5	2%
Briefing/Education	2	1%
CHAMPVA*	1	0%
<b>Total</b>	<b>221</b>	<b>100%</b>

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