

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

FY12 Q4

**MILITARY MEDICAL SUPPORT OFFICE (MMSO)
REPORT**

**Beneficiary Education and Support Assistance Reporting Tool
FY12 Q4 MMSO Report**

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**Beneficiary Education and Support Assistance Reporting Tool
FY12 Q4 MMSO 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, promoting consistency in individual and system-wide data analysis and reporting.

We ran a profile of the inquiries reported in ART by staff associated with the Military Medical Support Office (MMSO). 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.

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

2 FINDINGS

2.1 Cases in FY12 Q4

- There were 16,107 cases in FY12 Q4 (Table 2-1)
 - This is a decrease of 28% versus FY12 Q3
- There were 157 cases still pending at the end of FY12 Q4; most of which were Pre-Authorization cases (Table 2-1)

Table 2-1: Case Type by Case Status

Case Type	FY12 Q4					
	n	Closed	n	Pending	Total n	Total %
1637 Case (30 days)*	3	0%	0	0%	3	0%
Fitness For Duty (30 days)	629	4%	0	0%	629	4%
Line Of Duty (30 days)	4560	29%	53	34%	4613	29%
Pre-Authorization (30 days)	10668	67%	104	66%	10772	67%
Total	15860	100%	157	100%	16017	100%

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

2.2 Average Timeframe by Case Type

- It takes an average of 1.7 days to close a MMSO case (Table 2-2)

Table 2-2: Average Timeframe by Case Type

Case Type	FY12 Q4
	Average Timeframe (Days)
1637 Case (30 days)*	5.0
Fitness For Duty (30 days)	1.0
Line Of Duty (30 days)	2.0
Pre-Authorization (30 days)	1.6
Total	1.7

Note: The above analysis is based on closed cases