

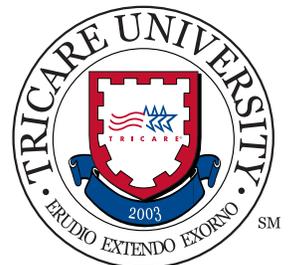
TRICARE Fundamentals Course
Who We Are and Our History

12

Instructor Guide

References

TRICARE Policy Manual
MHS Stakeholders Report



Module Objectives



- Explain the structure of the Military Health System (MHS)
- Identify the TRICARE Stateside and Overseas regions
- Explain the purpose of the National Defense Authorization Act (NDAA)
- Define TRICARE and how it has evolved

1.0 The Military Health System (MHS)

The Military Health System (MHS) is the interconnected and interdependent web of organizations that carry out the military health care mission. The MHS includes those employed by the Department of Defense (DoD) to deliver care on the battlefield, on ships, in the air, and in military hospitals and clinics. It includes partners in the TRICARE purchased care system who deliver care to DoD beneficiaries in civilian hospitals and clinics throughout the world. The MHS supports health care delivery activities that meet the unique needs of the MHS (e.g., training and education centers for physicians, nurses, technicians and administrators; research and development centers around the globe; and experts who manage one of the largest health plans in the world).

1.1 Mission of the MHS

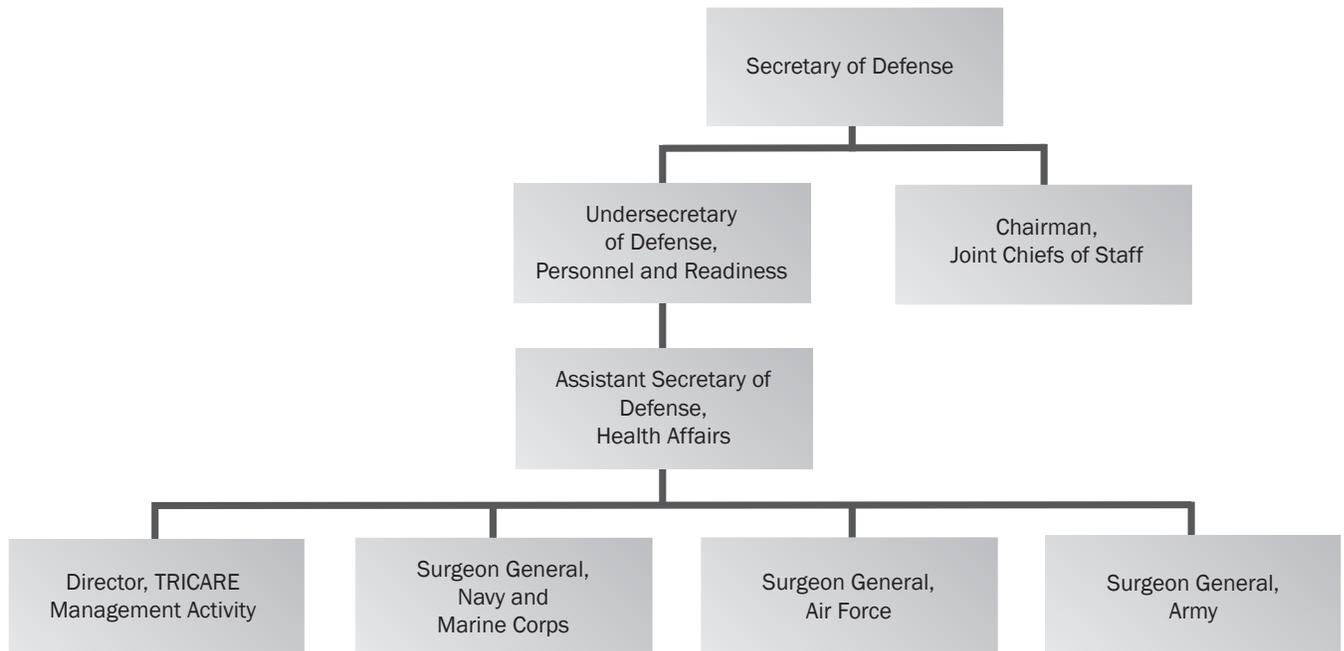
To provide optimal health services in support of our Nation's military mission—anytime, anywhere.

1.2 Vision of the MHS

To be:

- The provider of premier care for our warriors, retired service members, and their families
- An integrated team ready to step in harm's way to meet our Nation's challenges at home and abroad
- A leader in health education, training, research, and technology
- A bridge to peace through humanitarian support
- A nationally recognized leader in prevention and health promotion
- Our Nation's workplace of choice

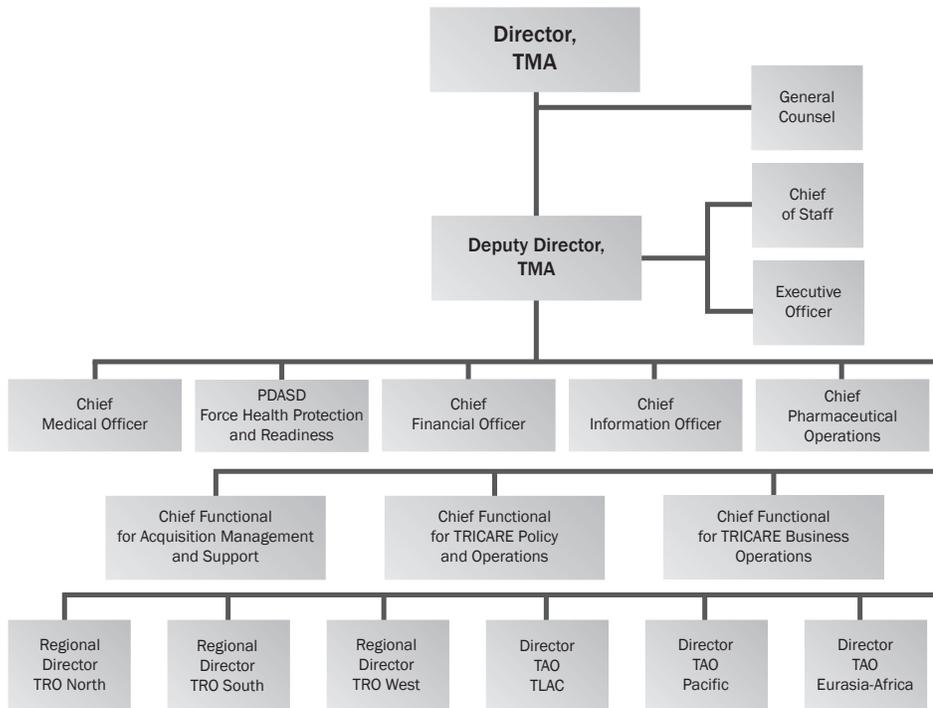
2.0 Organizational Structure of the Military Health System



3.0 TRICARE

TRICARE is the health care program serving active duty service members (ADSMs), retirees, their families, survivors and certain former spouses, and other eligible beneficiaries worldwide. As a major component of the MHS, TRICARE brings together the health care resources of the uniformed services and supplements them with networks of civilian health care professionals, facilities, pharmacies and suppliers to provide access to high-quality health care services, while maintaining the capability to support military operations.

4.0 TRICARE Management Activity (TMA)



4.1 TMA Charter

The TMA was formally established under Department of Defense Directive (DoDD) 5136.12 on May 31, 2001. TMA is a field activity of the Under Secretary of Defense for Personnel and Readiness (P&R). DoDD 5136.12 is the TMA Charter and solidifies TMA's mission, responsibilities, and organizational structure.

4.2 TMA

The TMA develops and executes Health Affairs (HA) policy, oversees TRICARE's health care plan for eligible beneficiaries worldwide and manages TRICARE financial matters.

4.3 Assistant Secretary of Defense for Health Affairs (ASD/HA)

The Assistant Secretary of Defense for Health Affairs (ASD/HA) is also the Director of TMA. The ASD/HA administers the MHS budget and serves as principle advisor to the Secretary of Defense for health issues. The ASD/HA ensures effective execution of the DoD medical mission.

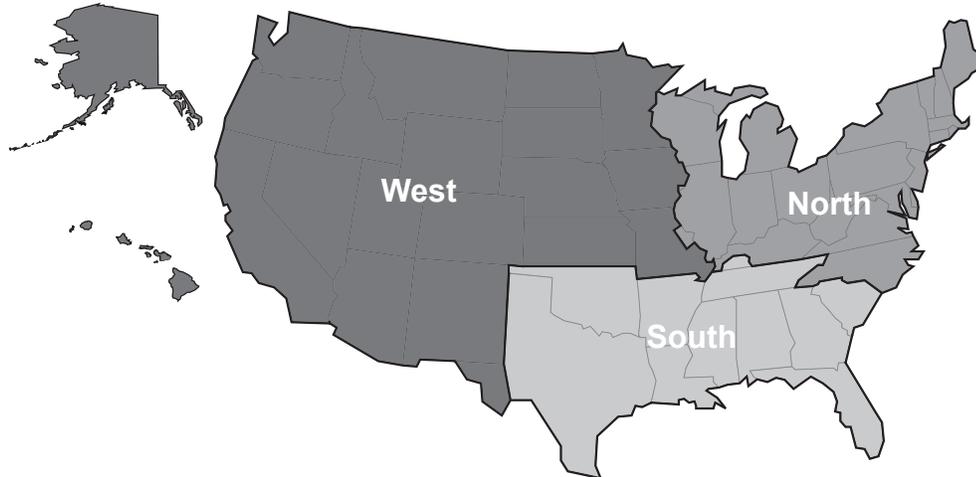
4.4 Deputy Director of TRICARE Management Activity

The Deputy Director of TMA serves as a principal advisor to the ASD/HA on DoD health plan policy and oversight of the health plan performance. The Deputy Director directs coordination of health care for TRICARE-eligible beneficiaries.

5.0 The TRICARE Regions

The TRICARE plan oversight is managed through four geographic health services regions (three stateside regions and one overseas region).

TRICARE Stateside Regions



5.1 North Region

The North Region includes Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Iowa (Rock Island area), Kentucky (except Fort Campbell), Maine, Maryland, Massachusetts, Michigan, Missouri (St. Louis area), New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, and Wisconsin.

5.2 South Region

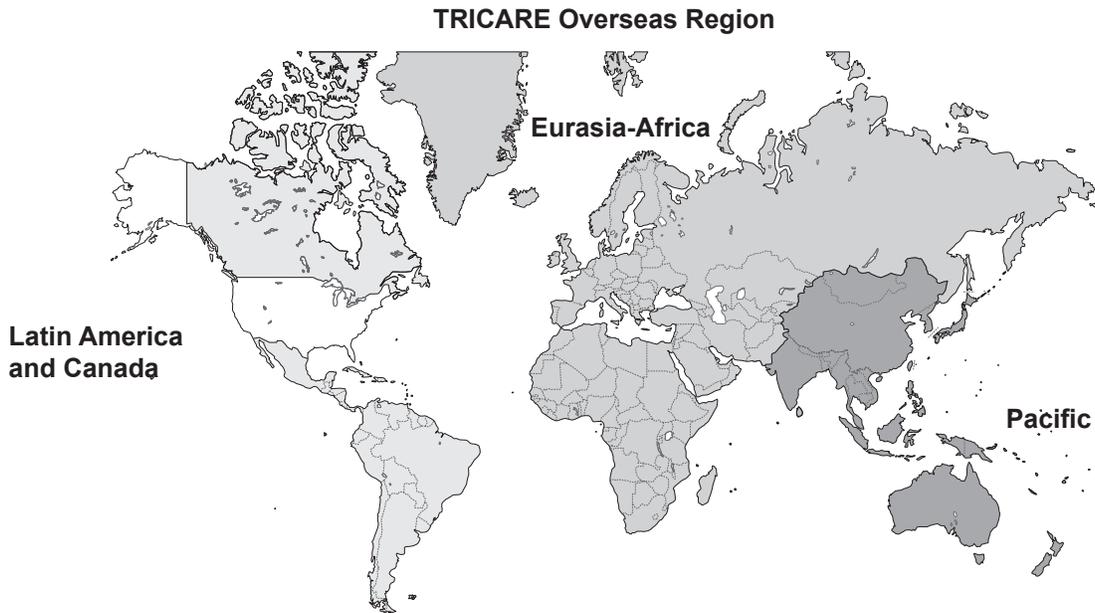
The South Region includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, Texas (excluding the El Paso area), and the Fort Campbell area in Kentucky.

5.3 West Region

The West Region includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding Rock Island Arsenal area), Kansas, Minnesota, Missouri (except the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner, including El Paso), Utah, Washington, and Wyoming.

5.4 Overseas Region

The overseas region is divided into three geographic areas: Eurasia-Africa, Latin America and Canada, and Pacific.



5.4.1 Eurasia-Africa Area

The Eurasia-Africa area encompasses Africa, Europe, and the Middle East.

5.4.2 Latin America and Canada Area

The Latin America and Canada area encompasses Canada, the Caribbean basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands.

5.4.3 Pacific Area

The Pacific area encompasses Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries.

6.0 TRICARE Regional and Overseas Areas Offices

6.1 TRICARE Regional Offices (TROs)

In the United States, TRICARE partnered with regional contractors to provide health care services and support beyond what's available at military treatment facilities (MTFs). Each of the three stateside TRICARE regions is administered by a TRO: TRO-North, TRO-South, and TRO-West. The TRO is a government office that oversees the regional contractors to ensure that they fulfill their contractual responsibilities.

6.1.1 TRO Director Responsibilities

Each TRO is led by a Regional Director (RD), who reports to and operates under the TMA Deputy Director. The TRO Director is the regional health plan manager and has visibility of both contract and direct care assets, and coordinates with the Services to develop integrated health plans for regional MTFs. Specific responsibilities include:

- Management of the TRICARE contracts, which includes:
 - Ensuring network quality and adequacy
 - Monitoring customer satisfaction outcomes
 - Coordinating referral and authorization policies

- Managing enrollment activities
- Overseeing contractor credentialing
- Ensuring contract support for MTF optimization
- Other delegated functions
- Provision of support to the MTFs Commanders in their delivery of health care services to enrolled and non-enrolled beneficiaries; supporting the MTF Commanders in their efforts to optimize health care services in the MTFs
- Develop business plans for non-MTF areas (e.g., Base Realignment and Closure [BRAC] sites), remote areas, and those in areas in which a Service Surgeon General requests RD support
- Integration of MTF and remote business plans into a single, regional business plan for submission to HA/TMA prior to the start of each fiscal year, and subsequent monitoring of performance against the business plans
- Funding of regional initiatives to optimize and improve the delivery of health care through dedicated resources and a disciplined and open business case planning/approval process (Opportunities for investment capital can be initiated by the RD, a single MTF Commander or by a Senior Market Manager on behalf of the MTFs in a multiple service market.)

6.1.2 TRO Contact Info

TRO North	TRO South	TRO West
www.tricare.mil/tronorth	www.tricare.mil/trosouth	www.tricare.mil/trowest
1-866-307-9749	1-800-544-2397	1-800-558-1746
tronorth@tma.osd.mil	trosouthcs@tros.tma.osd.mil	trowprimetravel@tro.tma.osd.mil

6.2 TRICARE Area Offices (TAOs)

The TAO is a government office that oversees care in the overseas regions and ensures that the overseas contractor fulfills its contractual responsibilities. There are three overseas areas; Eurasia/Africa, Pacific (TAO-Pacific) and Latin America and Canada (TLAC).

6.2.1 TAO Director Responsibilities

TAO directors are responsible for planning and delivering services to meet the health care needs of beneficiaries in their area of responsibility.

6.2.2 TAO Responsibilities

The TAO plans and delivers services to meet the beneficiaries' health care needs within their area of responsibility, whether through the available MTFs, contracts, or local host nation providers. Some services offered include enrollment assistance and beneficiary education. The TAO serves as a primary contact to the overseas contractor, overseas claims processor, and TMA.

6.2.3 TAO Contact Information

	Eurasia-Africa	Pacific	Latin America and Canada
Location	Sembach, Germany	Okinawa, Japan (Camp Lester)	San Antonio, Texas
Address	TAO Eurasia-Africa Unit 10310 APO AE 09136-0130	TAO Pacific NH Okinawa PSC 482, Box 2749 FPO AP 96362	TAO Latin America and Canada 7800 IH-10 West Suite 400 San Antonio, TX 78230
Phone	Toll Free (from US) 1-888-777-8343, option 1 DSN 314-496-6314 Commercial +49-(0)6302-67-6378	Toll Free (from US) Singapore: 1-877-678-1208 Sydney: 1-877-678-1209 DSN 315-643-2036 Commercial +81-6117-43-2036	Toll Free (from US) 1-888-777-8343, option #3 DSN 554-8520 Commercial 1-210-292-8520
Fax	Commercial +49-(0)6302-67-6378 DSN 314-496-6378	Commercial +81-6117-43-2037 DSN 315-643-2037	Commercial 1-210-292-3224
E-mail	teoweb@europe.tricare.osd.mil	tpao.csc@med.navy.mil	taolac@tma.osd.mil

6.3 TRICARE Regional Contractors

Each region has a regional contractor. Their role is to help support and augment the services available at MTFs by developing a network of civilian hospitals and providers to meet the health care needs of TRICARE beneficiaries and carry out contractually required administrative functions.

6.3.1 Regional Contractor Responsibilities

The regional contractors perform varied functions at the regional level, including the following:

- Establishing and maintaining the TRICARE provider network
- Operating TRICARE Service Centers (TSCs)
- Delivering customer service and administrative support (e.g., enrollment, disenrollment, and claims processing)
- Managing the referral and authorization function
- Maintaining quality and disease management programs
- Performing utilization and medical review for referrals to the network
- Operating beneficiary information call centers
- Providing communications and educational materials to beneficiaries and providers

6.3.2 TRICARE Service Centers (TSCs)

TSCs are usually located within or close to an MTF to provide information and assistance to beneficiaries regarding the TRICARE benefit. The TSCs are staffed by contractor employees and are separate entities from military staff, except overseas.

6.3.3 Services Offered by TSCs

- Information about basic TRICARE benefits, the various TRICARE options and premium-based programs
- Enrollment and application assistance
- Primary care manager (PCM) selection assistance and TRICARE network provider lists
- Authorizations for civilian specialty care
- Assistance with region-specific claims issues

6.4 TRICARE Regional Contractor Contact Information

North Region Contractor—Health Net Federal Services, LLC.	
Toll-Free Phone	1-877-874-2273
Website	www.hnfs.com
Claims Mailing Address	Health Net Federal Services, LLC c/o PGBA LLC/TRICARE P.O. Box 870140 Surfside Beach, SC 29587-9740
Toll-Free Phone for Claims	1-877- TRICARE/1-877-874-2273
Claims Website	www.myTRICARE.com

South Region Contractor—Humana Military Health Care Services, Inc.	
Toll-Free Phone	1-800-444-5445
Website	www.humana-military.com
Claims Mailing Address	TRICARE South Region ATTN: Claims Department P.O. Box 7031 Camden, SC 29020-7031
Toll-Free Phone for Claims	1-800-403-3950
Claims Website	www.myTRICARE.com

West Region Contractor—TriWest Healthcare Alliance	
Toll-Free Phone	1-888-TRIWEST/1-888-874-9378
Website	www.triwest.com
Claims Mailing Address	West Region Claims P.O. Box 77028, Madison, WI 53707-1028
Toll-Free Phone for Claims	1-888-874-9378
Claims Website	www.TRICARE4u.com

TRICARE Overseas Region Contractor—International SOS Assistance, Inc.				
Website		www.tricare-overseas.com		
Phone		Eurasia/Africa: +44-20-8762-8384, or 1-877-678-1207 (toll-free from U.S.) Latin America & Canada: 1-215-942-8393, or 1-877-451-8659 (toll-free from U.S.) Pacific: (Singapore) +65-6339-2676, or 1-877-678-1208 (toll-free from U.S.) (Sydney) +61-2-9273-2710, or 1.877-678-1209 (toll-free from U.S.) For a complete listing of International SOS phone numbers by country, please visit www.tricare-overseas.com/contactus		
Claims Website		www.tricare-overseas.com		
Claims Mailing Addresses	Non-ADSM Claims	Eurasia/Africa	Latin America & Canada	Pacific
		TRICARE Overseas Program P.O. Box 8976 Madison, WI 53708-8976	TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985	TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985
	ADSM Claims	TRICARE Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968		

7.0 MTF Commander Role as it Relates to TRICARE

- Responsible for managing health care delivery for the uniformed service personnel and TRICARE beneficiaries enrolled to or seen within an MTF
- May enter into resource sharing agreements or authorizes referrals to network civilian providers if the MTF cannot or does not have the capacity or capability to provide the needed medical care

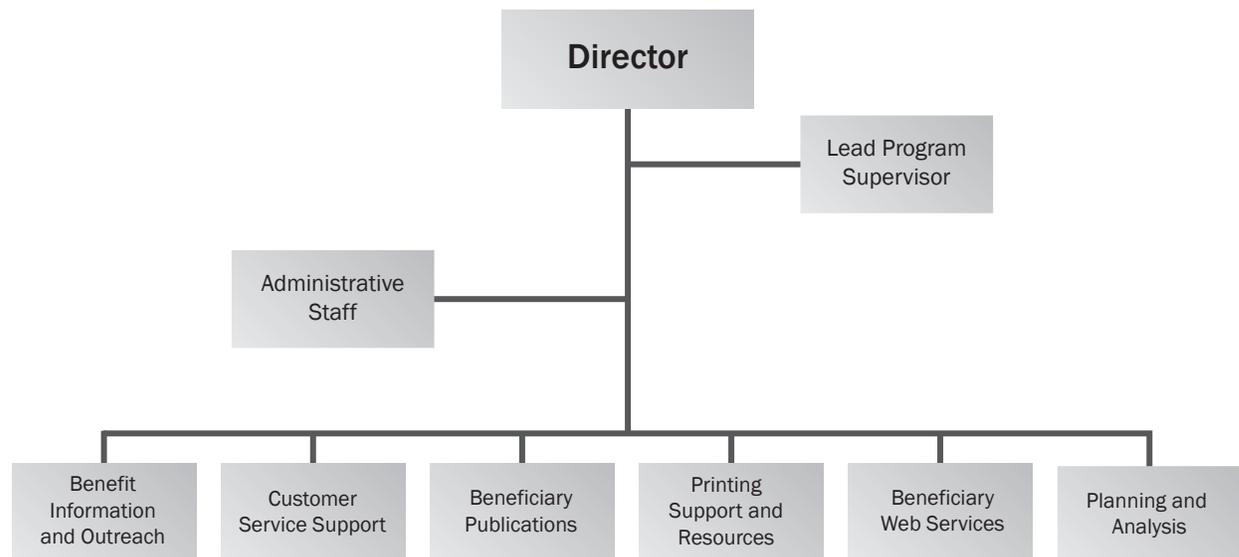
7.1 Beneficiary Counseling and Assistance Coordinator (BCAC)

- Legislatively mandated
- Advocates for beneficiaries and provides assistance on TRICARE benefits
- Serves at each TRO, TAO and MTF
- Works closely with the regional contractors, and claims processing staff
- Improves customer service satisfaction, while enhancing beneficiary education
- Find a list of BCACs in the Customer Service Community Directory on the TRICARE website at www.tricare.mil/bcacdcao

7.2 Debt Collection Assistance Officer (DCAO)

- Directed by the Under Secretary of Defense—P&R
- Serves at each TRO and MTF
- Becomes involved when a beneficiary is notified of collection action or has a negative credit report
- Resolves TRICARE-related debt collection cases using established policies and guidelines
- Find a list of DCAOs in the Customer Service Community Directory on the TRICARE website at www.tricare.mil/bcacadcao

8.0 TMA Beneficiary Education and Support (BE&S) Directorate



- Coordinate with DoD, HA, Services, TROs and contracting partners to ensure consistent TRICARE information
- Develop evidence based, targeted tactics and tools that integrate:
 - Comprehensive planning
 - Traditional and social media
 - Leadership briefing support
 - Targeted, timely, and consistent beneficiary web pages and content
 - Annual BE&S training conference
 - Correspondence to beneficiaries, DoD leaders, and members of Congress
 - TRICARE training for Beneficiary Counseling and Assistance Coordinators (BCACs), Health Benefit Advisors (HBAs), family support groups, the Reserve Components and others who interact with beneficiaries
 - Outreach to special interest groups such as the Beneficiary Coalition & National Military/Veterans Alliance
 - Consistent response to beneficiary questions and concerns by call center staff, customer service representatives, and BCACs
 - International suite of education materials in print and online

8.1 Benefit Information and Outreach

Ensures health literacy of a widely-diverse beneficiary population and other stakeholders by delivering content via diverse vehicles such as traditional and social media, external outreach, educational web videos and podcasts. Also works in partnership with HA, the Services and Office of the Secretary of Defense (OSD) communicators and contractor partners to ensure consistent and unified TRICARE benefit information.

8.2 Customer Service and Support (CSS)

CSS integrates TRICARE customer service across the MHS, regional offices, contracting partners and others to ensure delivery of clear, timely, and accurate TRICARE information by government and contractor customer service representatives to beneficiaries and other interested parties.

8.3 Beneficiary Publications

Develops and delivers clear, timely, and accurate TRICARE educational materials to all eligible TRICARE beneficiaries via contractor partners, worldwide customer service personnel, and the TRICARE website. The branch also maintains and protects TRICARE branding for credibility and recognition.

8.4 Printing Support and Resources

Provides cost-effective printing services for beneficiary educational materials and other TMA program offices. This branch also ensures contract and budgetary resources meet the needs of the organization and audience.

8.6 Beneficiary Web Services

Provides clear, timely, accurate and targeted TRICARE information to 9.7 million uniformed service members, retirees and their families via a user-friendly, dedicated TRICARE beneficiary website. The branch also manages the TMA Corporate website and its sub-pages to inform and educate health care industry, Services, beneficiaries and other Stakeholders about the programs, activities and responsibilities of TMA.

8.5 Planning and Analysis

Performs formative beneficiary information/education planning and data analysis to help beneficiaries understand the TRICARE benefit. The branch also safeguards TRICARE trademarks to eliminate beneficiary ambiguity.

9.0 Legislation

9.1 National Defense Authorization Act (NDAA)

The NDAA is under the jurisdiction of the Senate and House Armed Services Committees. The NDAA provides statutory direction across all DoD programs by either establishing, changing, or eliminating programs and activities.

Congress develops and directs TRICARE changes through the annual NDAA process. Although changes are listed in the NDAA, implementation dates may be staggered due to the following factors:

- Funding
- Policy creation and revision
- Contract awards and modifications
- Public feedback on contractor awards or modifications

9.2 Defense Appropriations Act (DAA)

The DAA provides funding or budget authority for authorized agencies, programs, and activities. It establishes spending levels for programs and activities while under the jurisdiction of the Senate and House Appropriations Committees.

9.3 Title 10

- This U.S. Code is divided into 50 titles
 - Title 10 covers uniformed services affairs
 - Chapter 55 of Title 10 covers medical and dental care
- When laws are enacted that affect military health care, Title 10, Chapter 55 is normally amended.

9.4 Title 32

The U.S. Code that covers National Guard affairs.

9.5 Code of Federal Regulations (32 CFR) Part 199

After the NDAA and DAA become public law, executive departments and agencies implement laws by publishing their rules in the Federal Register. The rules explain how the DoD will implement the law. Part 199 contains the regulations published in the Federal Register relating to TRICARE.

Module Objectives



Summary:

- Explain the structure of the Military Health System
- Identify the TRICARE Stateside and Overseas regions
- Explain the purpose of the National Defense Authorization Act (NDAA)
- Define TRICARE and how it has evolved