



PRIVACY IMPACT ASSESSMENT (PIA)

For the

Assistance Reporting Tool (ART)

TRICARE Management Activity (TMA)

SECTION 1: IS A PIA REQUIRED?

a. Will this Department of Defense (DoD) information system or electronic collection of information (referred to as an "electronic collection" for the purpose of this form) collect, maintain, use, and/or disseminate PII about members of the public, Federal personnel, contractors or foreign nationals employed at U.S. military facilities internationally? Choose one option from the choices below. (Choose (3) for foreign nationals).

- (1) Yes, from members of the general public.
- (2) Yes, from Federal personnel* and/or Federal contractors.
- (3) Yes, from both members of the general public and Federal personnel and/or Federal contractors.
- (4) No

* "Federal personnel" are referred to in the DoD IT Portfolio Repository (DITPR) as "Federal employees."

b. If "No," ensure that DITPR or the authoritative database that updates DITPR is annotated for the reason(s) why a PIA is not required. If the DoD information system or electronic collection is not in DITPR, ensure that the reason(s) are recorded in appropriate documentation.

c. If "Yes," then a PIA is required. Proceed to Section 2.

SECTION 2: PIA SUMMARY INFORMATION

a. Why is this PIA being created or updated? Choose one:

- New DoD Information System
- Existing DoD Information System
- Significantly Modified DoD Information System
- New Electronic Collection
- Existing Electronic Collection

b. Is this DoD information system registered in the DITPR or the DoD Secret Internet Protocol Router Network (SIPRNET) IT Registry?

- Yes, DITPR Enter DITPR System Identification Number
- Yes, SIPRNET Enter SIPRNET Identification Number
- No

c. Does this DoD information system have an IT investment Unique Project Identifier (UPI), required by section 53 of Office of Management and Budget (OMB) Circular A-11?

- Yes
- No

If "Yes," enter UPI

If unsure, consult the Component IT Budget Point of Contact to obtain the UPI.

d. Does this DoD information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information should be consistent.

- Yes
- No

If "Yes," enter Privacy Act SORN Identifier

DoD Component-assigned designator, not the Federal Register number.
Consult the Component Privacy Office for additional information or
access DoD Privacy Act SORNs at: <http://www.defenselink.mil/privacy/notices/>

or

Date of submission for approval to Defense Privacy Office

Consult the Component Privacy Office for this date.

e. Does this DoD information system or electronic collection have an OMB Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information.

This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

Yes

Enter OMB Control Number

Enter Expiration Date

MHS Beneficiaries

No

f. Authority to collect information. A Federal law, Executive Order of the President (EO), or DoD requirement must authorize the collection and maintenance of a system of records.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be the same.

(2) Cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply.)

(a) Whenever possible, cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If a specific statute or EO does not exist, determine if an indirect statutory authority can be cited. An indirect authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component should be identified.

10 U.S.C. Chapter 55, Medical and Dental Care; 38 U.S.C. 1781, Medical Care for Survivors and Dependents of Certain Veterans; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); 45 CFR Parts 160 and 164, Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules; E.O. 9397 (SSN), as amended; and Department of Defense Instruction 6015.23, October 30, 2002.

g. Summary of DoD information system or electronic collection. Answers to these questions should be consistent with security guidelines for release of information to the public.

(1) Describe the purpose of this DoD information system or electronic collection and briefly describe the types of personal information about individuals collected in the system.

The purpose of the Assistance Reporting Tool (ART) application is to support Beneficiary Counselors and Assistance Coordinators/Debt Collection Assistance Officers (BCACs/DCAOs) and customer service personnel in providing assistance to TRICARE beneficiaries with TRICARE related inquiries and provide medical authorization and claims assistance for remotely located service members and line of duty care. ART is a DoD Information Assurance Certification and Accreditation Process certified electronic application that allows authorized users to track, reflect, and report beneficiary and/or provider case workload. The data may also be used to create reports and statistical studies to determine historical and current trends and future needs.

The type of personal information collected includes:

Beneficiary's first and last name

Date of birth

Social Security Number

Mailing address

Phone numbers (e.g., home, cell, work, fax);

E-mail address

Beneficiary's Plan/Program (e.g., Prime, Standard, Extra)

Beneficiary's Category (e.g., Active duty, retired)

Rank/Grade

ICD-9 Diagnosis Codes

CPT Codes

Anecdotal notes

TRICARE claims and debt collection information if required to handle a case (name of provider, date of service, costs, and debt collection agency identifying information).

The fields above are not mandatory and are only collected if needed to assist the beneficiary in resolving his or her TRICARE issue.

TRICARE Management Activity/Communications & Customer Service is the owner of the application.

Military Health System operates the application. The application is hosted on one site (HA/TMA) but is web-based and can be accessed by authorized users.

TRICARE Management Activity/Communications & Customer Service

Customer Communications Branch Chief

5111 Leesburg Pike, Suite 810

Falls Church, VA 22041

(703) 681-1770

(2) Briefly describe the privacy risks associated with the PII collected and how these risks are addressed to safeguard privacy.

The privacy risks associated with the personally identifiable information (PII) and protected health information (PHI) collected are the unauthorized release of PII/PHI data to include identity theft, sharing of PII with those who have no need to know, unsolicited marketing, and compromise of sensitive information.

These privacy risks have been mitigated through physical, technical, and administrative controls. The application is DoD Information Assurance Certification and Accreditation Process certified.

h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component (e.g., other DoD Components, Federal Agencies)? Indicate all that apply.

Within the DoD Component.

Specify.

Other DoD Components.

Specify.

Other Federal Agencies.

Specify.

State and Local Agencies.

Specify.

Contractor (Enter name and describe the language in the contract that safeguards PII.)

Specify.

Other (e.g., commercial providers, colleges).

Specify.

i. Do individuals have the opportunity to object to the collection of their PII?

Yes **No**

(1) If "Yes," describe method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object.

j. Do individuals have the opportunity to consent to the specific uses of their PII?

Yes **No**

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

Individuals can verbally or in writing consent or authorize secondary uses of their PII/PHI in accordance with the Privacy Act and Health Insurance Portability and Accountability Act (HIPAA). In addition, a process is in place for individuals to access, question, and correct the PII/PHI in the application by means of the HIPAA Privacy Rule, Freedom of Information Act or a Privacy Act request.

PII/PHI are used and disclosed in accordance with the Privacy Act and HIPAA. These regulatory acts provide individuals with the avenue for obtaining and granting access to information.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

k. What information is provided to an individual when asked to provide PII data? Indicate all that apply.

Privacy Act Statement **Privacy Advisory**
 Other **None**

Describe each applicable format.	<p>Notification is accomplished verbally and through the use of a Privacy Act Statement posted on the application and public disclosure of the application's PIA.</p> <p>AUTHORITY: 10 U.S.C. Chapter 55, Medical and Dental Care; 38 U.S.C. 1781, Medical Care for Survivors and Dependents of Certain Veterans; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); 45 CFR Parts 160 and 164, Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules; E.O. 9397 (SSN), as amended; and Department of Defense Instruction 6015.23, October 30, 2002.</p> <p>PURPOSE: Personally identifiable information is collected for the purposes of checking enrollment status and crosschecking benefit, claims and authorization determinations.</p> <p>ROUTINE USES: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act of 1974, the specific "Blanket Routine Uses" under 5 U.S.C. 552a(b)(3) apply to this collection. The information collected may be used to provide assistance to TRICARE beneficiaries for medical authorization and for claims assistance, including release to third-party payors, for remotely</p>
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located service members and line of duty care. The information may also be used to track, reflect, and report beneficiary case workload and for review of suspected abuse or fraud, or any concern for program integrity or quality appraisal.

DISCLOSURE: Voluntary. If you choose not to provide your information, no penalty may be imposed, but without the requested information, we may not be able to assist in case resolution and answers to questions/concerns will be generalities regarding the topic at hand.

NOTE:

Sections 1 and 2 above are to be posted to the Component's Web site. Posting of these Sections indicates that the PIA has been reviewed to ensure that appropriate safeguards are in place to protect privacy.

A Component may restrict the publication of Sections 1 and/or 2 if they contain information that would reveal sensitive information or raise security concerns.