

Module 1: Who We Are & Our History



Module Objectives

After this module, you should be able to:

- Understand the Military Health System's organization
- Identify the TRICARE regions
- Explain the purpose of the National Defense Authorization Act (NDAA)
- Define TRICARE and how it evolved to its present program



The Military Health System (MHS)

- The Military Health System is the fully integrated healthcare system of the Department of Defense (DoD)
- It includes every facet that is used to provide healthcare, including medical personnel, facilities, programs, funding.



Mission and Vision of the MHS

The Mission of the MHS:

- To provide optimal Health Services in support of our nation's military mission—anytime, anywhere

The Vision of the MHS:

- The provider of premier care for our warriors and their and their families
- An integrated team ready to go in harm's way to meet our nation's challenges at home or 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

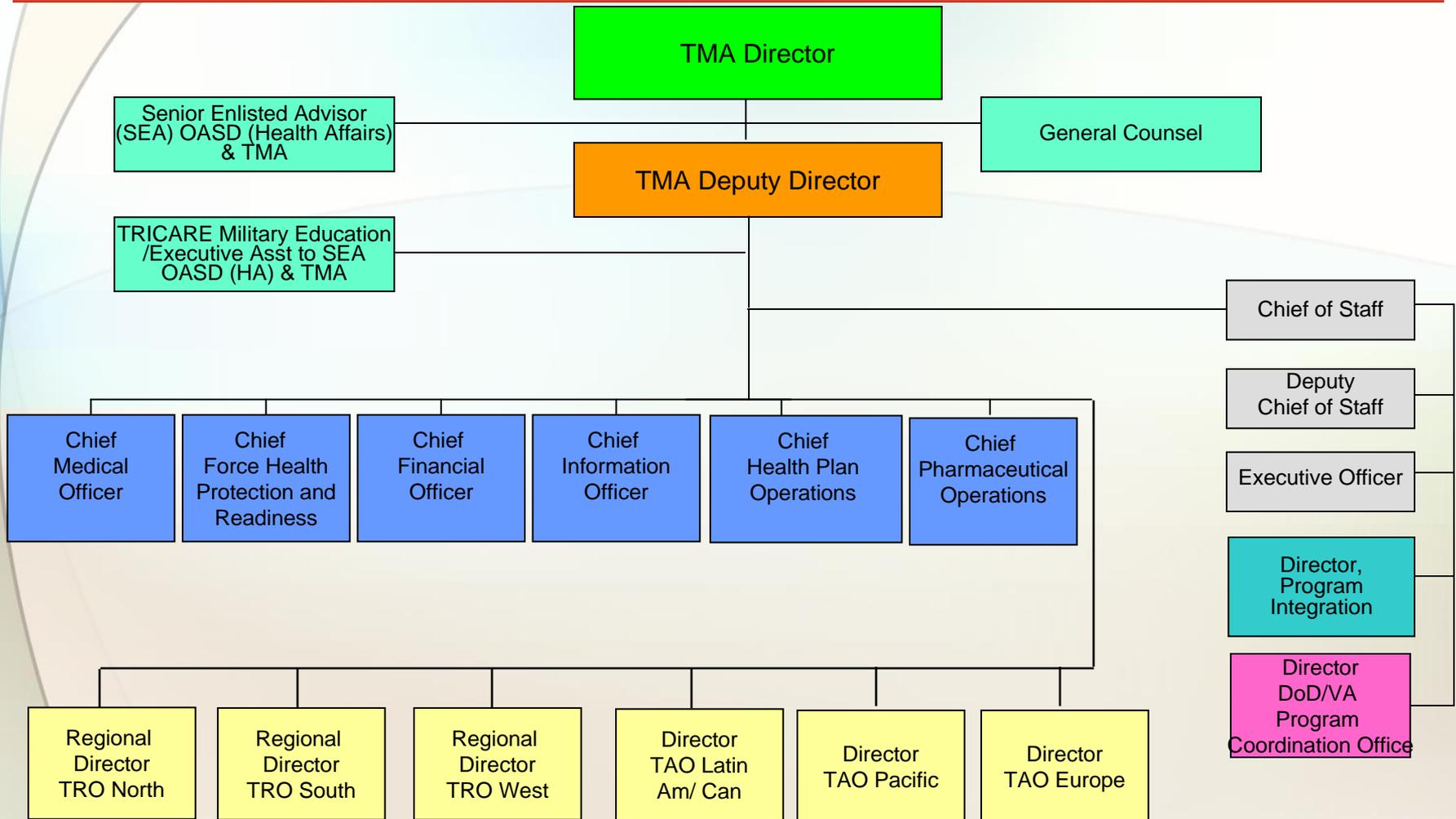


TRICARE Management Activity (TMA)

- Since February 1998, TRICARE Management Activity has managed the TRICARE healthcare program for active duty members and their families, as well as others that are entitled to DoD medical care
- As a chartered organization, TMA operates under the authority of the Assistant Secretary of Defense for Health Affairs
- TMA has two operating locations in Falls Church, Virginia and Aurora, Colorado.
- Additionally, TMA is organized into three stateside health service regions, each with its own TRICARE Regional Office (TRO) and Regional Director. The overseas regions are also organized into three overseas health service regions, each managed by TRICARE Area Offices (TAO).



TMA Organizational Chart



TRICARE Regional Offices (TROs)

The TRICARE Regional Offices (TROs) are responsible for managing regional contractors and overseeing an integrated healthcare delivery system in the three United States-based TRICARE regions.



The TROs are designated:

- TRICARE Regional Office-North
- TRICARE Regional Office-South
- TRICARE Regional Office-West



Managed Care Support Contractor (MCSC)

- Each TRICARE region in the United States has a managed care support contractor (commonly referred to as “Regional Contractor”) whose role is to help support and augment health services
- This is accomplished by developing a network of civilian hospitals and providers to meet the healthcare needs of TRICARE beneficiaries
- Both MCSCs and TRICARE Regional Offices receive overall guidance from TMA



TRICARE Area Offices (TAOs)

There are three overseas regions:

- **TRICARE Eurasia-Africa**
- **TRICARE Latin America/Canada**
- **TRICARE Pacific**



The TRICARE Area Offices are responsible for the development and execution of an integrated plan for the delivery of health care within each overseas area.



Military Treatment Facility (MTF)

- The MTF is a medical facility operated by the military that may provide inpatient and/or ambulatory care to eligible TRICARE beneficiaries.
- MTF capabilities vary, from limited acute care clinics to teaching and tertiary care medical centers.
- MTF capabilities are augmented by civilian TRICARE providers or overseas providers to ensure all TRICARE beneficiaries have timely access to quality healthcare.



What is a TRICARE Service Center (TSC)?

- TSCs provide assistance to each Regional Director and MTF Commander and their designees in coordination of TRICARE Prime.
- The TSC staff ensures that the Regional Director and MTF Commanders have access to contractor personnel to facilitate MTF interface activities and also ensure that MTF Commanders are kept informed of program or policy changes which affect the MTF.
- Many TSCs are located within an MTF, although some are freestanding on military installations and in communities.



Role of the TRICARE Service Centers (TSC)

TSCs are staffed with beneficiary service representatives and exist to perform the following functions:

- Explain TRICARE benefit, enrollment, and eligibility information
- Select primary care managers and assist beneficiaries with the PCM change form
- Inform beneficiaries of their claims' status and help them resolve their claims
- Provide information about TRICARE network providers and pharmacy information
- Help beneficiaries report fraud



National Defense Authorization Act (NDAA)

- Legislation is passed each year to create or amend various TRICARE programs and fees. The National Defense Authorization Act (NDAA) formally established and funds TRICARE
- The NDAA falls under the jurisdiction of the Senate and House Armed Services Committee and provides statutory direction across all DoD programs by establishing, changing, or eliminating programs and activities.



What Is TRICARE?

- TRICARE is the healthcare program serving:
 - Active duty service members
 - Retirees
 - Families of active duty members or retirees
 - Survivors and certain former spouses worldwide
- TRICARE brings together the health care resources of the uniformed services and supplements them with networks of:
 - civilian health care professionals
 - institutions
 - pharmacies and suppliers



The Evolution to TRICARE: 1775 - Pres

1775

In July 1775, Congress established a "hospital" (technically a medical department) in Massachusetts. It was staffed with a Director-General (chief physician), four surgeons, an apothecary (pharmacy), and nurses (who were usually wives or widows of military personnel) to care for military members.

1818

In 1818, Secretary of War John C. Calhoun established a permanent medical department.



The Evolution to TRICARE: 1775 - Pres

1884

A Congressional directive in 1884 established the first rudimentary health system for military members. The directive stated, rather simply, that “medical officers of the Army and contract surgeons shall whenever possible attend the families of the officers and soldiers free of charge.”

1943

In 1943 Congress authorized the Emergency Maternal and Infant Care Program (EMIC). This program provided maternity care and infant care (from birth to age one) for the wives and children of Service members in the lower four pay grades. This program was administered through state health departments.



The Evolution to TRICARE: 1775 - Pres

1956

December 7, 1956 saw the birth of the Dependents Medical Care Act. This Act authorized the DoD to contract medical care to civilian healthcare plans in order to provide adequate healthcare for family members of active duty soldiers and retirees.

Later, amendments to this Act laid the foundation for what would be called the Civilian Health and Medical Program for the Uniformed Services, or “CHAMPUS.”

1966

On October 1, 1966 the Civilian Health and Medical Program for the Uniformed Services (CHAMPUS) was established. Subsequently, CHAMPUS served the military for over 30 years as a cost-sharing program.

On January 1, 1967, CHAMPUS was revised so that retirees, their family members, and certain surviving family members of deceased military sponsors were eligible for the program.



The Evolution to TRICARE: 1775 - Pres

1980s

The 1980s saw the launch of CHAMPUS "demonstration" projects like the CHAMPUS Reform Initiative (CRI) in 1988. The CRI was tested in California and Hawaii and offered family members more choices in regards to their military healthcare benefits.

During the five-year demonstration period CRI operated successfully and yielded high levels of patient satisfaction.

1993

In 1993, the Department of Defense officials and Congress extended and improved the CRI. The new and improved program was renamed "TRICARE," which is how the program is still known today. Three plan options were introduced: TRICARE Prime, TRICARE Standard, and TRICARE Extra (CHAMPUS evolved into "TRICARE Standard")

To make the transition to TRICARE seamless for those already participating in CHAMPUS, the healthcare coverage, deductibles, cost shares, and claim-filing rules remained the same.



Staying Current with TRICARE Changes

There are several online resources available to TRICARE beneficiaries so they can stay current with policy transitions.

Log on to www.tricare.mil to:

- Subscribe to GovDelivery email service
- Read fact sheets and view “Frequently Asked Questions”
- Visit the TRICARE Press Room
- Visit the TRICARE Transparency portal



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- Explain the purpose of the National Defense Authorization Act (NDAA)

