

A SALUTE TO: 96MDG TRICARE Operations & Patient Administration Flight

The 96MDG TRICARE Operations and Patient Administration (TOPA) Flight, Eglin AFB, Florida, stands ready to support an enrollment population of approximately 37,000.

To paint a picture of the workload generated by a population of this size, in a routine month, the Health Benefit Advisors (HBAs) provide guidance to approximately 1,200 patients; Central Appointments books 12,345 appointments and handles 7,650 telephone consults; and Referral Management processes 5,000 referrals. Factor in two hurricanes with the names of Katrina and Rita, and the scope of operations shifts dramatically. How is this for statistics for a routine month?

During the month of October, over 350 evacuees received compassionate, quality healthcare from the 96 MDG. One example of the customer-focused atmosphere occurred when their TOPA Flight realized the special needs that the evacuees would have and quickly “ramped up” their services by establishing 24/7 HBA coverage, for the first time in their history and co-located the service within the 96th Air Base Wing Family Assistance Center.

When referencing a person who has excelled in providing quality TRICARE service; I’ve heard it said, “That person “has put the “I” in TRICARE.” Having heard that saying repeatedly...I’m not sure how, but I think it’s time to consider a “they” in TRICARE for all they do as a team to assist their beneficiaries. We salute you!



Congratulations to all of you at the 96 MDG TOPA Flight!