

A SALUTE TO...

Mr. Jack Shircel



Mr. Jack C. Shircel, Program Analyst, Network Operations Branch, Program Operations Division, TRICARE Regional Office (South) is recognized for his significant contributions during the 2005 Hurricane Season.

In response to Hurricanes Katrina, Rita, and Wilma, Mr. Shircel individually tracked and processed 20 blanket referral requests for 17 unique South Region MTFs. He also individually tracked and processed seven blanket referral requests for 11 HMHS Plan Areas. These efforts ensured the seamless transition of care during and after evacuations for 155,032 MTF and network enrollees impacted by Hurricanes Katrina, Rita, and Wilma. On a weekly basis, Mr. Shircel developed and published a variety of maps by county, zip code, and plan areas that served as graphical representations of locations under blanket waiver and the periods covered. On a daily basis, he effectively communicated the ongoing status of blanket waivers to appropriate MHS personnel. Ensuring effective communication, Mr. Shircel also included the zip code list and FEMA information associated with each waiver area so there would be no confusion advising beneficiaries on their status.

These efforts were well received and served as “the reference” for Beneficiary Counselors and Assistance Coordinators, Beneficiary Service Representatives, and Contract Liaisons as they communicated with beneficiaries seeking assistance. They were also published on the TMA and HMHS websites and released to the media as a means of improving communication to beneficiaries. His efforts successfully ensured that enrollees were able to get care without the normal required referral and higher out-of-pocket expense associated with a Point-of-Service penalty. It also ensured that providers, who were unable to seek authorizations due to communication outages, were effectively reimbursed for services provided. All these efforts resulted in overall stakeholder satisfaction.