

# FACT SHEET

# ART

## ASSISTANCE REPORTING TOOL



**The Assistance Reporting Tool (ART) is a secure web-based system that captures authorizations and feedback on TRICARE related benefits.**

ART is the only official government record-keeping system used by Defense Health Agency (DHA)-Great Lakes to track authorization determinations for:

- Civilian health care services for remotely-located service members
- Civilian line of duty medical care
- VA care for members accepted under the DoD/VA MOA
- Payment of civilian medical claims
- Former members with a medical condition identified during their 180-day transition period

It is also the only government-owned centralized system that captures military treatment facility and TRICARE-related (non-clinical) questions and issues from beneficiaries and providers. In addition to allowing users to track workload and resolution of TRICARE-related issues, the data extracted from the ART may also be used to create reports and statistical studies to determine historical and current trends and future needs.

The types of personal information about individuals collected in the system for the data may include personal descriptors, identification numbers, health and financial information

The privacy risks associated with the ART have been mitigated through physical, technical and administrative controls.

The DHA Communications Division is the owner of ART. The Solution Delivery Division Web and Mobile Technology Program Management Office sustains ART.

### ART 2019 Stats

Total Cases	241,984
Total Cases Entered by DHA-Great Lakes	51,142
Average Number of Days to Resolve a Case	7
Active Duty Service Members Assisted	97,909
Active Duty Family Members Assisted	32,022
Retirees and Family Members of Retirees Assisted	56,516

### Key Benefits

- ▶ Allows users to track workload and resolution of military treatment facility and TRICARE-related issues
- ▶ Data can be used to create statistical studies to determine historical and current trends and future needs
- ▶ Allows user to document beneficiary and provider questions and concerns related to TRICARE and direct care and how those issues are resolved.
- ▶ Maintains a Privacy Impact Assessment on file with the DHA Privacy and Civil Liberties Office

### Key Features

- ▶ Maintains protective controls
- ▶ Provides secure access
- ▶ Captures medical authorization determinations and claims assistance information for members

Assistance Reporting Tool  
BCAC & DCAO Portal

Welcome, Jane Doe (GOV-CIV)

HOME REPORTS HELP SEARCH SSN, Case #, DBN, or Last Name All Cases ≤ 1 yr Go

PENDING CASES 4 REFERRED IN 1 REFERRED OUT 0 NEW CASE

Days Open	Case Type	Case Number	Beneficiary's Name	Date Contacted	Days Overdue	Quick Note	Follow-up Date	Provider
142	Non-Debt Collection Case (30 Days)	3195334		7/8/2019	112	waiting on response	1/2/2020	
70	Non-Debt Collection Case (30 Days)	3258787		10/16/2019	40			
45	Non-Debt Collection Case (30 Days)	3292551		11/20/2019	15	waiting on response	12/26/2019	
25	Non-Debt Collection Case (30 Days)	3313685		12/18/2019	0	call bene on 12/27	12/27/2019	