

MHS BCAC and DCAO Inprocessing Checklist	
This checklist is to assist NEW BCACs and DCAOs as they start their new positions.	
1	Within 30 days of starting your position, submit a request to TRICARE Management Activity (TMA) at bcacdcao@tma.osd.mil to be listed in the BCAC/DCAO Directory (http://www.tricare.mil/bcacdcao/) and to be issued an Assistance Reporting Tool (ART) Account. ART is a secure web-based system that captures your customer service case work. Complete and submit the "Assistance Reporting Tool Access & BCAC/DCAO Directory Request". Once approved, your name and contact information will be displayed in the BCAC/DCAO Directory and TMA will email you an ART user name, password, and the ART modules. We recommend you review the ART modules which provide detailed information on how to use ART. The modules may also be downloaded at: http://www.tricare.mil/customerservicecommunity/AssistanceReportingTool.aspx .
2	Become familiar with and bookmark the Customer Service Community Web site (http://www.tricare.mil/customerservicecommunity). This one-stop shop gives you access to resources you may find helpful to do your job. It hosts benefit updates information and links to key contact information, ART modules, Fundamental courses, the annual training conference, manuals and policies. New informative updates are pushed and posted bi-weekly. The website is a hidden url and should not be shared with beneficiaries.
3	Become familiar with the "Tools & Resources" tab on the Customer Service Community Web site (http://www.tricare.mil/customerservicecommunity/resources.aspx) since it provides BCAC and DCAO guidance. The site hosts the "DCAO Implementation and Training Guide" which provides guidance on DCAO roles and responsibilities and the ART modules that every DCAO and BCAC must be familiar with to track case work. DoDI 6015.23, Enclosure 2, outlines BCAC roles and responsibilities. The Resource Tab also provides commonly used online tools, downloads, letter templates and links.
4	For assistance with resolving beneficiary cases, you may access the contractors' priority line for your region. The priority lines are not to be shared with beneficiaries. To view the priority listing, go to http://www.tricare.mil/customerservicecommunity/contacts.aspx .
5	Contact your Site Security Manager to request access to the Defense Enrollment Eligibility Reporting System (DEERS) General Inquiry of DEERS (GIQD) website. GIQD should be the only tool used to verify beneficiary eligibility. GIQD DEERS Manuals can be found at https://www.dmdc.osd.mil/appj/deerswebsite/documents.do?cat_code=2 . For DEERS questions contact DMDC at 1-800-538-9552.
6	If you need assistance with a TRICARE-related concern (beneficiary/provider case, policy/benefit questions, etc.) your first point of contact should be the appropriate TRICARE contractor. If you need additional assistance, you may then elevate your concern to: <ol style="list-style-type: none"> 1. Your TRICARE Regional Office (TRO) or overseas TRICARE Area Office (TAO). Contact information is found on the "Resources" web site. Cases should be referred via ART to protect personal health and identifying information. 2. Concerns/questions about TRICARE's pharmacy program, dental programs, or TRICARE For Life may be referred to TMA C&CS via: <ol style="list-style-type: none"> 2a. ART (select "TMA Falls Church" from the drop-down menu - any individual may be chosen). This is the preferred method when sharing PHI/PII related to specific cases. 2b. E-mail (bcacdcao@tma.osd.mil). This email address shouldn't be shared with beneficiaries. Please don't include any personal health or personal identifying information such as the beneficiary's social security. This email address is for general questions only. 2c. Phone (703-681-1770).

Below is information on how new BCACs/DCAOs can access the contractor's claim portal.	
TRO South	New BCAC or DCAO must go to the Humana-Military website (http://www.humana-military.com/), click on the "Government User" option, then select "New User" Register Today" option in order to access the TRICARE Information Portal (TIP). This will enable the new BCAC/DCAO to create an account. Once they input their information, the government approving representative (usually the MTF CL or the TRO-South Representative) will approve their request and their access levels within TIP. The BCACs only needs access to "TIP Online". Their CL or TRO-South will grant access and then the employee goes in and takes the web-based TIP Online training.
TRO North	New BCAC/DCAO must go to www.mytricare.com and click on "Register Now" to obtain a DOD Member Login, then click on "TRICARE Government Agent" and read and accept noticed. You will require a RACF ID and RACF password. To obtain an RACF ID and password, click on the region you work in and it will then take you to the User Access Request Form. Download and complete it, have your supervisor sign it and then faxed or emailed to Health Net. The form provides the fax and email address.
TRO West	TriWest Application for Customer Care (TACC) Access: Request must be submitted to the TRO-W BCAC/DCAO POC, Mrs. Annette McGinty, 619-236-5326, email Deborah.McGinty@trow.tma.osd.mil . The TRICARE4U Access request are performed on the TRICARE4U webpage under Register. Web Address: www.TRICARE4U.com
TAO-EA	ISOS Overseas Claim Portal: New overseas BCACs/DCAOs can request access to the ISOS contractor's claim portal via the TOP portal at www.tricare-overseas.com website to view TOP beneficiary data. You must go to http://www.tricare-overseas.com/Government.htm , then click on "Secure Login" section and then click on the "Register" link. You then click on your region and then select the country where you are currently located. You then complete the Government User Access Request Form and then follow the steps on the registration page to submit your request. If you have problems, you may contact: WPS supervisor Lucinda Herwig at 001-608-301-2195 email: Lucinda.Herwig@wpsic.com
TAO-EA	Weekly Denied Claims Report: Most BCACs are also working on the weekly denied claim report from TOP. They need to request access to WPS' move-it website via TAO-EA (email to CMS_Admin@europe.tricare.osd.mil). TAO-EA will validate and up-date the user roster and forward the request to WPS. Once the account is established, WPS will send the URL, login ID and a temporary password to the new user. Only two users are authorized per MTF. They will share the same login ID and password. Contact TAO-EA for guidance/training
TAO-EA	TOP Extranet Portal: Some MTFs may request that BCACs obtain access to the TOP Extranet Portal in order to identify, track issues, and discuss issues with ISOS. Request are submitted via email to TOPMTFSiteAccess@internationalsos.com . Access to the portal is limited to two users per MTF.
TAO-EA	TADIVS - ONLY available for TAO- EA BCACs/DCAOs. For access to the Translations Automated Database Input & Verification System (TADIVS), which supports MTF Host Nation medical document translations, please contact the TAO-EA Business Operations Division for account registration information - DSN (314) 496-6316 / CIV 011 49 6302 67 6316.
TAO-LAC	ISOS Overseas Claim Portal: New overseas BCACs/DCAOs can request access to the ISOS contractor's claim portal via the TOP portal at www.tricare-overseas.com website to view TOP beneficiary claim data. You must go to http://www.tricare-overseas.com/Government.htm , then click on "Secure Login" section and then click on the "Register" link. You then click on your region and then select the country where you are currently located. You then complete the Government User Access Request Form and then follow the steps on the registration page to submit your request. If you have problems, you may contact: Colleen Eisner at 001-608-301-2194 Email: colleen.eisner@wpsic.com
TAO-LAC	Weekly Denied Claim Report: Most BCACs are also working on the weekly denied claim report from TOP. They need to request access to WPS' move-it website via TAO-LAC (email to CMS_Admin@tlac.tricare.osd.mil). TAO-LAC will validate and up-date the user roster and forward the request to WPS. Once the account is established, WPS will send the login ID and a temporary password to the new user. Only two users are authorized per MTF. They will share the same login ID and password. Contact TAO-LAC for guidance/training
TAO-LAC	TOP Extranet Portal: Some MTFs may request that BCACs obtain access to the TOP Extranet Portal in order to identify, track issues, and discuss issues with ISOS. Request are submitted via email to TOPMTFSiteAccess@internationalsos.com . Access to the portal is limited to two users per MTF.
TAO Pacific	ISOS Overseas Claim Portal: New overseas BCACs/DCAOs can request access to the ISOS contractor's claim portal via the TOP portal at www.tricare-overseas.com website to view TOP beneficiary data. You must go to http://www.tricare-overseas.com/Government.htm , then click on "Secure Login" section and then click on the "Register" link. You then click on your region and then select the country where you are currently located. You then complete the Government User Access Request Form and then follow the steps on the registration page to submit your request. If you have problems, you may contact: Ms. Colleen Eisner, 001-608-2194, Email: colleen.eisner@wpsic.com .
TAO Pacific	Weekly Denied Claim Report: Most BCACs are also working on the weekly denied claim report from TOP. They need to request access to WPS' move-it website via TAO-Pacific (email to tpao.csc@med.navy.mil). TAO-Pacific will validate and up-date the user roster and forward the request to WPS. Once the account is established, WPS will send the login ID and a temporary password to the new user. Only two users are authorized per MTF. They will share the same login ID and password. Contact TAO-Pacific for guidance/training
TAO-Pacific	TOP Extranet Portal: Some MTFs may request that BCACs obtain access to the TOP Extranet Portal in order to identify, track issues, and discuss issues with ISOS. Request are submitted via email to TOPMTFSiteAccess@internationalsos.com . Access to the portal is limited to two users per MTF.

MHS BCAC and DCAO Outprocessing Checklist

This checklist is to assist BCACs/DCAOs as they depart their BCAC/DCAO position.

1	In anticipation of your departure, review and finalize as many ART cases as you can. You may then send an email to bcacdcao@tma.osd.mil requesting that any remaining cases to assigned to another specifically named BCAC/DCAO ART user at your facility or seek guidance from your service if there is no BCAC/DCAO replacement identified.
2	A week before you depart, complete and submit a "Cancel ART Account" request to TMA at bcacdcao@tma.osd.mil and to your Service and Regional POCs. Your contact information will be removed from the BCAC/DCAO Directory. The form can be downloaded at: http://www.tricare.mil/customerservicecommunity/AssistanceReportingTool.aspx . Notify your Service and Regional POCs. Service Regional POCs are listed on the Service Tabs on this worksheet.
3	Contact your MTF Site Security Manager (SSM) to close out your DEERS GIQD account. If you don't know who your SSM is, contact your Service POC. Service POCs are listed on the Service Tabs of this worksheet.
Below is information on how BCACs/DCAOs can closed out their contractor's claim portal accounts.	
TRO South	When BCACs/DCAOs depart/retire, they must send a request to Humana to close out their TIPS account. The government approving representative is usually the MTF Contract Liaison or the TRO South Representative.
TRO North	When BCACs/DCAOs depart/retire, they must send a request to Health Net and request they close their mytricare.com account. Send an e-mail to Health Net at: FHF.FILES@PGBA.COM and/or HEFHF.FILES@PGBA.COM.
TRO West	To cancel a TriWest Application for Customer Care (TACC) Account, contact the TRO-W BCAC/DCAO POC, Mrs. Annette McGinty, 619-236-5326, email Deborah.McGinty@trow.tma.osd.mil
TAO-EA	Overseas Claim Portal: To close out your Government User Account for the overseas claims portal, send an email to Colleen Eisner (Colleen.Eisner@wpsic.com) and Rani Connely (Rani.Connely@wpsic.com) with the username for the account. List on the email subject line of 'Delete Government User' so these requests can be expedited. Also, notify TOPMTFSiteAccess@internationalsos.com
TAO-EA	Weekly Denied Claim Report: To close out your weekly denied claim report account, notify TAO-EA via email (CMS_Admin@europe.tricare.osd.mil).
TAO-EA	TOP Extranet: BCACs can close out their Government User account for the TOP Extranet by notifying ISOS via e-mail (TOPMTFSiteAccess@internationalsos.com)
TAO-EA	TADIVS-ONLY for TAO-EA: Contact the TAO-EA Business Operations Division to close out your Translations Automated Database Input & Verification System (TADIVS) account or call DSN (314) 496-6316 / CIV 011 49 6302 67 6316.
TAO-LAC	Overseas Claim Portal: To close out your Government User Account for the overseas claims portal, send an email to Stacey Bagley (Stacey.Bagley@wpsic.com) and Rani Connely (Rani.Connely@wpsic.com) with the username for the account. List on the email subject line of 'Delete Government User' so these requests can be expedited. Also, notify TOPMTFSiteAccess@internationalsos.com
TAO-LAC	Weekly Denied Claim Report: To close out your weekly denied claim report account, notify TAO-LAC (email to CMS_Admin@tlac.tricare.osd.mil).
TAO-LAC	TOP Extranet: BCACs can close out their Government User account for the TOP Extranet by notifying ISOS via e-mail (TOPMTFSiteAccess@internationalsos.com)
TAO-Pacific	Overseas Claim Portal: To close out your Government User Account for the overseas claims portal, send an email to Stacey Bagley (Stacey.Bagley@wpsic.com) and Rani Connely (Rani.Connely@wpsic.com) with the username for the account. List on the email subject line of 'Delete Government User' so these requests can be expedited. Also, notify TOPMTFSiteAccess@internationalsos.com
TAO-Pacific	Weekly Denied Claim Report: To close out your weekly denied claim report account, notify TAO-Pacific via email (TPO.CSC@med.navy.mil)

BCAC and DCAO Inprocessing Checklist	
Specific Army requirements	
1	Review the most recent AMEDD BCAC and DCAO Policy (11-017, March 2011). Complete the TRICARE Fundamental Course (TFC) Certification within the first 30 days of starting your position. The TFC is available online and via classroom training. You must submit you TFC certificate to RMC POCs and MEDCOM when completed. Your regional POCs are listed below. A copy of the policy and AMEDD 2011 BCAC and DCAO Training Schedule is posted to the Access Knowledge Center (AKC) website (https://www.us.army.mil/suite/page/336433).
2	Submit a request to TMA for an ART Account at bcacdcao@tma.osd.mil within the first 30 days of starting the position. Send a copy to MEDCOM POCs. By completing the "Assistance Reporting Tool Access & BCAC/DCAO Directory Request Form," your name and contact information will be added to the BCAC/DCAO Directory and to their distribution list for TRICARE updates.
3	Review the BCAC and DCAO Training Schedule to ensure you attend the required training in the 5 focus areas (BCAC, DCAO, ART, CS, and ATC). Review policy for details. Policy on AKO AKC can be found at https://www.us.army.mil/suite/page/336433
4	Review and become familiar with the AKO AKC located at https://www.us.army.mil/suite/page/336433 . The OTSG/HQ MEDCOM TRICARE Division AKC website provides information regarding Access to Care, BCAC/DCAO, Policy/Memos, TSG/DSG/CoS Consolidated Metrics, APLSS, TOL, Organizational Inspection Program checklists, TRICARE quick links, Referral Management and a number of other useful tools and services.
Army POCs	
Regional Medical Command (RMC) POCs:	
	PRMC: Ms. Terri Cloud Email: terri.cloud@us.army.mil
	NRMC - Mr. Kehinde (Kenny) Somoye Email: kehinde.somoye@us.army.mil
	SRMC: Mr. Woody Huff Email: norman.huff@us.army.mil
	ERMC: RMC Level: Ms. Michelle Jones Email: michelle.jones@us.army.mil
	Landstuhl: Ms. Linda Morgan Email: linda.morgan@us.army.mil
	Heidelberg: Ms. Irene Chatman Email: irene.chatman@us.army.mil
	Bavaria - Ms. Phyllis Morris-Samuels Email: phyllis.morris-samuels@us.army.mil
	WRMC: Mr. Michael Reninger Email: michael.reninger@us.army.mil
	MEDCOM POCs: Lidia Vasquez Email: lidia.vasquez@us.army.mil and Mr. Ludlow Ball Email: ludlow.ball@us.army.mil
Army Websites	
MEDCOM Policies	
	AKO AKC Link: https://www.us.army.mil/suite/page/336433

BCAC and DCAO Inprocessing Checklist	
Specific Air Force requirements	
1	Complete the TRICARE Fundamental Course (TFC) Certification within the first 30 days of starting your position. The TFC is available online and via classroom training.
2	Submit a request to TMA for an ART Account at bcacdao@tma.osd.mil within the first 30 days of starting the position. By completing the "Assistance Reporting Tool Access & BCAC/DCAO Directory Request Form," your name and contact information will be added to the BCAC/DCAO Directory and to their distribution list for TRICARE updates.
3	Review and become familiar with the TRICARE quick links, Referral Management and a number of other useful tools and services.
Air Force POCs:	
	If you have exhausted your search for TRICARE policy and benefit information, contact your Regional TRICARE Regional Office/TRICARE Area of Operation (TAO) first for assistance. If you still need assistance route questions via your TOPA Flt CC to your Regional AFMOA POCs (AFMOA.SGAT@US.AF.MIL). Your third option is contacting TMA via email (bcacdao@tma.osd.mil). These email addresses should not be shared with beneficiaries. Don't include any personal health or personal identifying information such as the beneficiary's social security number when submitting requests via email. Other contact information can be found at http://www.tricare.mil/contactus/ .
Air Force Websites	
	No AF Specific Websites

BCAC and DCAO Inprocessing Checklist	
Specific Navy requirements	
	No Navy specific requirements
Navy POCs:	
	Navy Bureau of Medicine and Surgery (BUMED) Headquarters: LT Adam Rae Email: Adam.Rae@med.navy.mil
	Navy Medicine East: Shelley Huffman Email: Shelley.Huffman@med.navy.mil
	Navy Medicine West: Jane Hourigan Email: Jane.Hourigan@med.navy.mil
Navy Websites	
	No Navy specific websites

BCACs and DCAO Regional Resources	
TRICARE Regional Office South	
Website	http://www.tricare.mil/trosouth/
Phone	Toll Free: 1-800-554-2397
Email	TROSouthCS@tros.tma.osd.mil
Accepts Cases Via ART:	Yes
Contractor	Humana MHS
Claims Processor	PGBA South mytricare.com
Claims Portal	TRICARE Information Portal (TIP)
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Regional Office North	
Website	http://www.tricare.mil/tronorth/
Phone	Toll Free: 1-866-307-9749
Email	TRONorth@tma.osd.mil
Accepts Cases Via ART:	Yes
Contractor	Health Net Federal Services
Claims Processor	PGBA North mytricare.com
Claims Portal	mytricare.com
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Regional Office West	
Website	http://www.tricare.mil/trowest/
Phone	Toll Free: 1-800-558-1746
Email by region:	AK: trow-alaska@trow.tma.osd.mil HI: trow-hawaii@trow.tma.osd.mil CA/NV: trow-southwest@trow.tma.osd.mil OR/WA: trow-northwest@trow.tma.osd.mil MT/ID/UT/AZ/NM: trow-mountain@trow.tma.osd.mil All Other States: trow-central@trow.tma.osd.mil
Accepts Cases via ART:	Yes
Contractor	TriWest Health Care Alliance
Claims Processor	WPS West triccare4U.com
Claims Portal	triccare4u.com
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Area Office Eurasia-Africa	
Website	http://www.tricare.mil/tma/EurasiaAfrica/
Phone	DSN: 314-496-6314 COM: +49-6302-67-6314
Fax	COM Fax: +49-6302-67-6378 DSN Fax: 314-496-6378 COM: +49-6302-67-6378
Email	teoweb@europe.tricare.osd.mil
Accepts Cases via ART:	Yes
Contractor	International ISOS
Claims Processor	WPS Overseas
Claims Portal	WPS Overseas: www.tricare-overseas.com
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Area Office Latin America & Canada	
Website	http://www.tricare.mil/tma/taac/
Phone	1-877-777-8343 Option 3
Fax	COM: 210-292-3224
Email	taolac@tma.osd.mil
Accepts Cases via ART:	Yes
Contractor	International ISOS
Claims Processor	WPS Overseas
Claims Portal	WPS Overseas: www.tricare-overseas.com
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Area Office Pacific	
Website	http://www.tricare.mil/tma/pacific/
Phone	1-888-777-8343 Option 4, Sydney: 1-877-678-1209 DSN: 315-643-2036 COM: +81-6117-43-2036
Fax	COM: Fax +81-611-743-2037 DSN: 315-643-2037
Email	tpao.csc@med.navy.mil
Accepts Cases via ART:	Yes
Contractor	International ISOS
Claims Processor	WPS Overseas
Claims Portal	WPS Overseas: www.tricare-overseas.com
Priority Line	Go to: http://www.tricare.mil/customerservicecommunity/contacts.aspx
TRICARE Management Activity (TMA) Communications & Customer Service	
Phone	703-681-1770, ask for Customer Communications
Email	bcacdcao@tma.osd.mil - This email address shouldn't be shared with beneficiaries. Please don't include any personal health or personal identifying information. This email address is for general questions only.
Accepts Cases Via ART:	Yes

BCACs and DCAO Resources	
	TMA's Customer Service Community Web Site (Not to be shared with beneficiaries)
	http://www.tricare.mil/customerservicecommunity/
	HA Policies
	http://www.health.mil/HAPolicies.aspx
	TRICARE Rates
	http://www.tricare.mil/tricarecost.cfm
	TRICARE website
	http://www.tricare.mil
	TRICARE Manuals
	http://manuals.tricare.osd.mil
	TRICARE University
	http://www.tricare.mil/tricareu
	Assistance Reporting Tool (ART) web site
	https://art.tma.osd.mil
	TRICARE Media Center
	http://www.tricare.mil/mediacenter
	TRICARE On Line (TOL)
	https://www.tricareonline.com
	Foreign Force Members and Families Website
	https://private.fhp.osd.mil/portal/rhas.jsp
	Frequently Asked Questions (FAQs)
	http://www.tricare.mil/faqs