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

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases</td>
<td>241,984</td>
</tr>
<tr>
<td>Total Cases Entered by DHA-Great Lakes</td>
<td>51,142</td>
</tr>
<tr>
<td>Average Number of Days to Resolve a Case</td>
<td>7</td>
</tr>
<tr>
<td>Active Duty Service Members Assisted</td>
<td>97,909</td>
</tr>
<tr>
<td>Active Duty Family Members Assisted</td>
<td>32,022</td>
</tr>
<tr>
<td>Retirees and Family Members of Retirees Assisted</td>
<td>56,516</td>
</tr>
</tbody>
</table>

### 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

https://art.tma.osd.mil/