ART is a secure web-based system used by the Military Medical Support Office at Defense Health Agency-Great Lakes to track civilian medical care authorizations and manage TRICARE related issues. It captures provider and beneficiary inquires and supports trend analysis through detailed reporting.
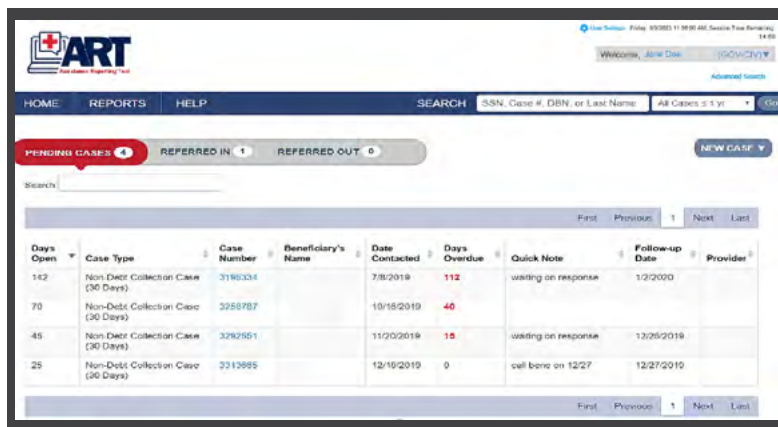
ART is the official government record-keeping system used by MMSO to track authorization determinations for:

- Civilian health care services for remotely-located service members
- Civilian line of duty medical care
- Department of Veterans Affairs care for members accepted under the Department of Defense and VA memo of agreement
- Payment of civilian medical claims
- Former members with a medical condition identified during their 180-day transition period

Beneficiary Counseling and Assistance Coordinators, Debt Collection Assistance Officers, family assistance staff, Military Health System staff, and others serving in a customer service role use the system to capture, manage, and monitor their case work.

It is the only government-owned, centralized system that captures questions or concerns from health care providers and beneficiaries about TRICARE and services provided at military hospitals and clinics. In addition to tracking workload and resolution of TRICARE-related issues, ART data can be used to create reports and studies to determine trends and anticipate future needs.

Personal information collected by ART may include general details; identification numbers; and health and financial information. Physical, technical, and administrative controls such as locked cabinets and restricted areas, passwords and software, and rules and training are used to lessen risk and address privacy concerns.

ART Stats

- Average cases entered per year: **160,000**

Key Features

- Maintains protective controls
- Provides secure access
- Maintains a Privacy Impact Assessment on file with the DHA Privacy and Civil Liberties Office to show compliance with laws protecting PII and PHI

Key Benefits

- Allows users to track workload and case resolution
- Enables secure transfer of cases to TRICARE contractors

You need a CAC and an account to login. To access ART, visit **https://art.health.mil**

ART is managed by the **Solution Delivery Division** Web & Mobile Technology Program Management Office.