

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.

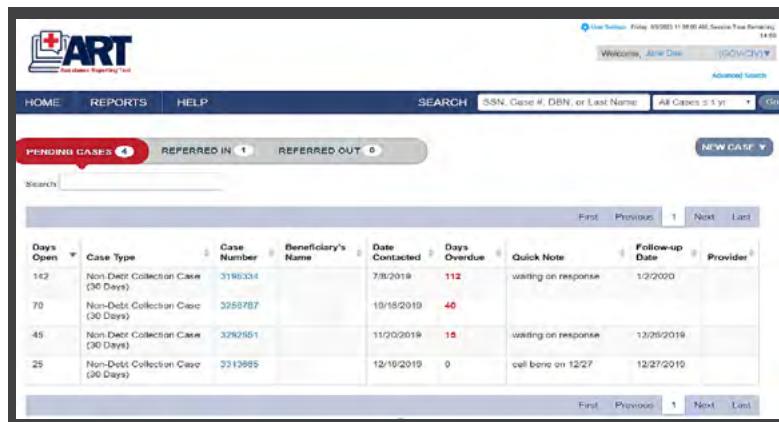
ART is the official government record-keeping system used by MMSO to track authorization determinations for:

- 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.



The screenshot shows the ART web interface with a header including 'User Session: Friday, 07/03/2019 11:39:07 AM, Service Line: Primary, 14-01', 'Welcome, Julie Dill (YODW-CV)', and 'Advanced Search'. Below the header is a search bar with 'SEARCH', 'SSN, Case #, DBN, or Last Name', 'All Cases < 1 yr', and a 'GO!' button. A navigation bar at the top includes 'HOME', 'REPORTS', 'HELP', 'SEARCH', and 'NEW CASE'. Below the search bar is a table titled 'PENDING CASES' with 4 items. The table columns are: Days Open, Case Type, Case Number, Beneficiary's Name, Date Contacted, Days Overage, Quick Note, Follow-up Date, and Provider. The data in the table is as follows:

Days Open	Case Type	Case Number	Beneficiary's Name	Date Contacted	Days Overage	Quick Note	Follow-up Date	Provider
142	Non-Debt Collection Case (30 Days)	31186334		7/8/2019	112	waiting on response	1/3/2020	
70	Non-Debt Collection Case (30 Days)	32987877		10/18/2019	40			
45	Non-Debt Collection Case (30 Days)	32928561		11/20/2019	15	waiting on response	12/26/2019	
25	Non-Debt Collection Case (30 Days)	33139895		12/19/2019	0	call back on 12/27	12/27/2019	

## 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.