

FACT SHEET

ART

ASSISTANCE REPORTING TOOL



ART is a secure, web-based system used to track, coordinate and resolve medical debt collection activities. It also tracks payment authorizations for civilian health care services and collects feedback on TRICARE services.

ART is the only official government record-keeping system used by Military Medical Support Office at Defense Health Agency, Great Lakes 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

It is the only 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 personal descriptors, identification numbers, and health and financial information. Physical, technical, and administrative controls are used to mitigate risk and address privacy concerns.

The Solution Delivery Division Web & Mobile Technology Program Management Office sustains ART.

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)	3289787		10/16/2019	40			
45	Non-Debt Collection Case (30 Days)	3262951		11/20/2019	15	waiting on response	12/26/2019	
25	Non-Debt Collection Case (30 Days)	3313985		12/18/2019	0	call back on 12/27	12/27/2019	

ART 2022 Stats

- ▶ Average cases entered per year: **188,090**
- ▶ Average cases entered by MMSO per year: **38,156**

Key Features

- ▶ Maintains protective controls
- ▶ Provides secure access
- ▶ Maintains a Privacy Impact Assessment on file with the DHA Privacy and Civil Liberties Office

Key Benefits

- ▶ Allows users to track workload and resolution of military hospitals and clinics
- ▶ Covers beneficiaries transitioning out of the system
- ▶ Captures beneficiary and staff input regarding care and services

You need a CAC and an account to login. To request an account, email dha.bcacdao@health.mil

To access ART, visit <https://art.health.mil>