

TRICARE Problem Resolution Process: To resolve administrative problems in TRICARE

Point of Contact

Division: Personnel Division (ARNG-HRP)

Description

The TRICARE Problem Resolution Process applies to a Sponsor or eligible dependent that experiences coverage issues. This documents the process steps taken by Sponsor or eligible dependents as well as administrative personnel assisting in resolution.

Regulations and Supporting Resources

[Defense Manpower Data Center \(DMDC\) Website](#)

[Policy Guidance for TRICARE Reserve Select \(TRS\)](#)

[TRICARE Website](#)

Documents and Forms

N/A

Related Processes

[TRICARE Early Eligibility \(EE\) Process](#)

To qualify and document Soldiers in receipt of valid alert or mobilization orders for early eligibility for TRICARE benefits

[TRICARE Reserve Select \(TRS\) Process](#)

The process for Soldiers to enroll in the TRS health plan

Systems

[Defense Enrollment Eligibility Reporting System \(DEERS\)](#)

DEERS maintains personal and benefits information, including medical and dental for all Department of Defense (DoD) employees to include retirees and dependents.

Defense Online Enrollment System (DOES)

DOES is a TRICARE Managed Care Support Contractors interfacing tool with DEERS. It allows contractors (TriWest, Health Net, and Humana) to see eligibility and send enrollment information/data back and forth to the DEERS System (DEERS interfacing tool).

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