

TRICARE Reserve Select (TRS) Process: To enroll Soldiers in the TRS health plan

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Determine FEHB and TRS eligibility	<p>Soldier determines if eligible for Federal Health Benefits (FEHB) on U.S. Office of Personnel Management (OPM) Health Benefits Website.</p> <p>Soldier determines if eligible for TRS on TRICARE.</p>	<p>Office of Personnel Management (OPM) - Federal Employees Health Benefits Website</p> <p>TRICARE Website</p>			
2	FEHB eligible?	If Soldier is eligible for Federal Employee Health Benefits (FEHB) he/she cannot receive TRS benefits.				If Soldier is eligible for FEHB, Soldier cannot receive TRS benefits.
3	TRS eligible?	If Soldier is not eligible for TRS, he/she cannot receive TRS benefits.				For TRS eligibility, Soldier must be selected reserve status.
4	Access TRS (TRS Web-Based Application)	Soldier accesses TRICARE Reserve Select (TRS) Web-Based Application.			TRS Web-Based Application	If Soldier is locked out, Soldier must follow instructions on TRS Web-Based Application for error resolution.
5	Able to log in?	If Soldier is unable to log-in to the TRS Web-Based Application, he/she contacts TRICARE, State G1, or DMDC to resolve error.	<p>DMDC Website</p> <p>TRICARE Website</p>		TRS Web-Based Application	
6	Complete and print application (TRS Web-Based Application)	If Soldier is eligible for TRS, he/she completes and prints TRS Application.		TRS Application	TRS Web-Based Application	

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7	Mail paper application and make payment	Soldier mails the paper application and makes enrollment payment to TRICARE per the instructions on the TRS Application.	TRICARE Website	TRS Application		Initial payments can be mailed with the application payment or made online.
8	Receive and process application and payment	TRICARE receives application and payment from Soldier and processes the application.	TRICARE Website			
9	Send notification of enrollment	TRICARE sends notification of enrollment including important coverage information via mail to Soldier.	TRICARE Website			
10	Receive notification of enrollment	Soldier receives notification of enrollment from TRICARE via mail.	TRICARE Website			
11	Contact appropriate source for error resolution	If Soldier is unable to login to TRS Web-Based Application, TRS displays basic explanation. Soldier utilizes explanation to determine if error resolution contact is State G1, DMDC, or TRICARE.	DMDC Website TRICARE Website			
12	Receive error resolution request	State G1, ARNG, DMDC, or TRICARE receives notification about non-coverage issue via telephone or email.	DMDC Website TRICARE Website			ARNG may receive error resolution request from State G1, DMDC, or TRICARE.

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13	Research problem resolution (DEERS, TRS Web-Based Application)	State G1, ARNG, DMDC, or TRICARE researches the issue utilizing DEERS and the TRS Web-Based Application and attempts to resolve the issue.	DMDC TRICARE Website		TRS Web-Based Application	ARNG may receive error resolution request from State G1, DMDC, or TRICARE.
14	Resolve problem?	State G1, DMDC, or TRICARE determines if the applicable database can be corrected. If not, forwards issue.	DMDC Website TRICARE Website			
15	Forward error resolution	If problem cannot be resolved, State G1, ARNG, DMDC, or TRICARE forwards to the appropriate problem resolution authority.	DMDC Website TRICARE Website			Typical issues include: FEHB eligibility, active duty time periods, DEERS record errors, and payment issues. ARNG may receive error resolution request from State G1, DMDC, or TRICARE.
16	Resolve problem (SIDPERS, DEERS, DOES)	If State G1 resolves error, information is updated in the Standard Installation / Division Personnel System (SIDPERS). If ARNG or DMDC resolves error, the Defense Enrollment Eligibility Reporting System (DEERS) is updated. If TRICARE resolves error, Defense Online Enrollment System (DOES) is updated.	DMDC Website TRICARE Website		DEERS DOES SIDPERS	
17	Send notification to Soldier	State G1, ARNG, DMDC, or TRICARE sends notification via email or phone to requesting Soldier that error was resolved.	DMDC Website TRICARE Website			No formalized process in place to document that error resolution notice is sent to Soldier.
18	Receive notification of error resolution	Soldier receives notification of error resolution via email or phone from TRICARE Problem Resolution Authority.				