

**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 (RCPTA)                      | Soldier accesses TRICARE Reserve Select (TRS) Web-Based Application.   |  |                     | RCPTA   | If Soldier is locked out, Soldier must follow instructions on RCPTA for error resolution. |
| 5   | Able to log in?                         | If Soldier is unable to log-in to RCPTA, he/she contacts TRICARE, State G1, or DMDC to resolve error.  | <p>DMDC Website</p> <p>TRICARE Website</p>   |                     | RCPTA   |   |
| 6   | Complete and print application (RCPTA)  | If Soldier is eligible for TRS, he/she completes and prints TRS Application.   |  | TRS Application     | RCPTA   |   |
| 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.               |

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| 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 RCPTA, TRS displays basic explanation. Soldier utilizes explanation to determine if error resolution contact is State G1, DMDC, or TRICARE. | DMDC Website<br><br>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<br><br>TRICARE Website  |                     |         | ARNG may receive error resolution request from State G1, DMDC, or TRICARE. |
| 13  | Research problem resolution (DEERS, RCPTA)      | State G1, ARNG, DMDC, or TRICARE researches the issue utilizing DEERS and RCPTA and attempts to resolve the issue.   | DMDC<br><br>TRICARE Website          |                     | RCPTA   | ARNG may receive error resolution request from State G1, DMDC, or TRICARE. |

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| 14  | Resolve problem?                         | State G1, DMDC, or TRICARE determines if the applicable database can be corrected. If not, forwards issue.  | DMDC Website<br>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<br>TRICARE Website      |                     |                          | Typical issues include: FEHB eligibility, active duty time periods, DEERS record errors, and payment issues.<br><br>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<br>TRICARE Website      |                     | DEERS<br>DOES<br>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<br>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.   |                                      |                     |                          |  |