

ARNG G1 Personnel Gateway – Process Package

<https://g1arng.army.pentagon.mil>

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

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

Description

TRICARE Reserve Select is a premium-based TRICARE health plan that is available to members of the Selected Reserve at 28 percent of the premium cost. It is also available to eligible dependents. Soldiers who are not eligible for any other non-premium-based TRICARE health coverage can choose to qualify for and purchase this voluntary, premium-based health care plan. This process map provides an overview of how Soldiers apply for and enroll in TRS to include resolution of any issues related to eligibility errors.

Regulations and Supporting Resources

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

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

[Taking Care of the Families of America's Armed Forces Guide](#)

[TRICARE Reserve Select Web Application User Manual](#)

[TRICARE Website](#)

[U.S. Code, Title 10, Armed Forces](#)

[U.S. Office of Personnel Management \(OPM\) Website – Federal Employees Health Benefits](#)

Related Processes

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

[TRICARE Problem Resolution Process](#)

Systems

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

Defense Online Enrollment System (DOES) – Login

[Reserve Component Purchased TRICARE Application \(RCPTA\) Website – Login](#)

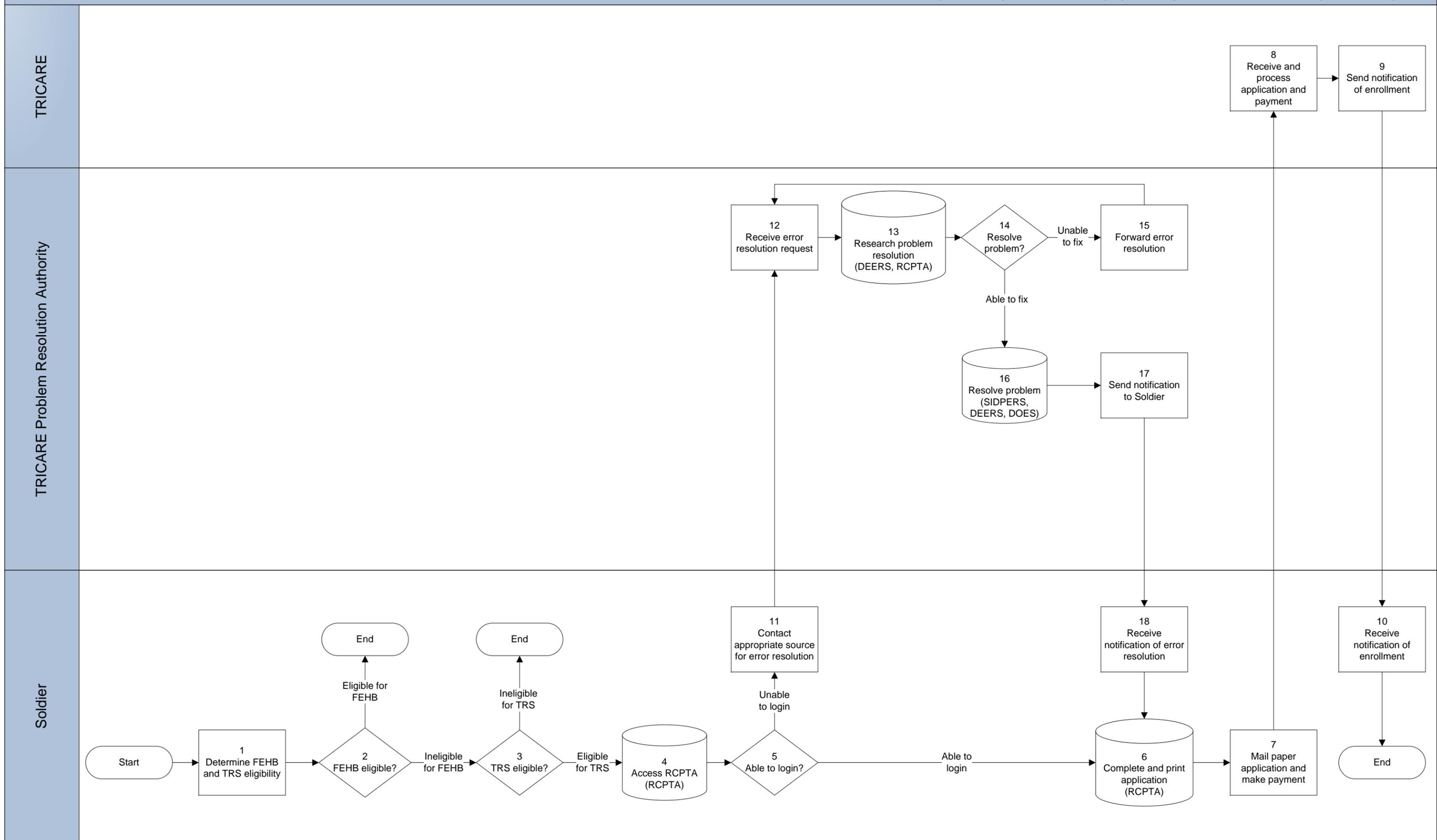
Standard Installation and Division Personnel System (SIDPERS) – Login

Points of Contact

Division: Personnel Division (ARNG-HRP)

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Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process



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| 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. |

| No. | Activity/Decision Point Name | Description | Regulations and Supporting Resources | Documents and Forms | Systems | Notes |
|-----|---|--|--------------------------------------|---------------------|---------|--|
| 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 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. |
| 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 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 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. | | | | |