



Chairman Goico, members of the Committee thank you for the opportunity to talk with you today about the TRICARE Program, which is the health care program for our military members and their families. I am Ray Dalton, the Service Area Director, for TriWest the Managed Care Support Contractor for the TRICARE Western Region.

TRICARE is a regionally managed health care program for Active Duty, Activated Guard and Reserves, Retired members of the uniformed services, their families, and survivors. TRICARE brings together the health care resources of the Army, Navy and Air Force and supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations.

As I stated TRICARE is a regionally managed health care program. The United States is divided into three regions, a North Region, a South Region and a West Region. I work for TriWest which is the contractor hired to manage the TRICARE program in the West Region. In your packet is a map of the three regions.

TriWest Healthcare Alliance is a privately held company based in Phoenix. We are contracted by the Department of Defense (DoD) to administer the TRICARE program in the West Region which consists of 21 States. Our mission is to provide our customers with access to high-quality, cost-effective healthcare services and superior customer service. TriWest has no other business or product other than the TRICARE contract. TriWest is committed to ensuring eligible service members and their families receive all of the health care benefits they are entitled to.

There are basically three main coverage choices for health care with subprograms within these depending on the service members eligibility category. The three main choices are:

- TRICARE Prime - where Military Treatment Facilities (MTFs) are the principal source of health care.
- TRICARE Extra - a preferred provider option that saves money; and
- TRICARE Standard - a fee-for-service option (the original CHAMPUS program)

I have attached a document which provides information on the different program choices for all of the TRICARE programs, as well as a document specific to the Reserves and National Guard choices.

TRICARE provides comprehensive coverage for all beneficiaries to include:

- Outpatient visits
- Hospitalization
- Preventive services
- Maternity care
- Immunizations
- Mental/Behavioral health

Veteran/Military/Homeland Security Comm

Date: FEB 2, 2012

Attachment #: 1

I understand the Committee is interested in more detail on what Behavioral Health and Substance Abuse services are available through the TRICARE program. I have attached a brochure which outlines the TRICARE benefits in these areas, as well as a short Power Point presentation that provides some of the same information. In addition, the presentation has information specific to what TriWest does to offer Behavioral Health services to our Service Members and their families. I will spend a little more time going over these services with you now.

If you or any of your constituents have questions concerning TRICARE or TriWest I will be more than happy to answer any questions you may have, or you can direct them to one of our Beneficiary Services Education Representatives. Their contact information is also in your packets.