VA & Tricare Newsletter

VOLUME 1, NUMBER 150

JULY 10, 2019

Tricare Websites:

https://www.tricare.mil/bcacdcao

What Is a Beneficiary Counseling and Assistance Coordinator (BCAC)/Debt Collection Assistance Officer (DCAO)?

Beneficiary Counseling and Assistance Coordinators (BCACs) – BCACs help trouble-shoot issues and concerns with the TRICARE and Military Health System.

The Beneficiary Counselor and Assistance Coordinators (BCAC) are available to provide advice and counseling regarding health benefits and benefit options available from military facilities, federally funded health programs, state and county programs, and other sources. This advice is given to military personnel, their family members and retired service personnel and their family members

Debt Collection Assistance Officer (DCAO) –

DCAOs are located at military hospitals or clinics to assist TRICARE beneficiaries in determining the validity of collection agent claims and/or negative credit reports received for debts incurred as a result of receiving healthcare under the TRICARE program ("healthcare" includes medical and adjunctive dental care under TRICARE).

DCAOs cannot provide beneficiaries with legal advice or fix their credit ratings, but DCAOs can help beneficiaries through the debt-collection process by providing documentation for the collection or credit reporting agency in explaining the debt-inducing circumstances.

Beneficiaries must take or submit documentation associated with a collection action or adverse credit rating to the DCAO (e.g., debt collection letters, TRICARE EOBs and healthcare bills from providers).The more information the beneficiary provides, the less time it will take to determine the cause of the problem.
The DCAO will research the beneficiary's claim with the

appropriate claims processor or other agency points of contact and provide the beneficiary with a written resolution to the collection problem. The DCAO will notify the collection agency that action is being taken to resolve the issue.

If you receive a notice from a collection agency or a negative credit report because of a medical or dental bill, you should call or visit the nearest DCAO.

Who do the BCAC and DCAO help?

- Active Duty
- Army, Air National Guard
- Army, Marine, Navy Reserve
- All family members
- Retirees

To find your nearest BCAC and DCAO go to the following website:

https://www.tricare.mil/bcacdcao

This website will bring up by states and region.

Source: Health Insurance websites and Tricare website

Transition Assistant Advisor (TAA): Amy Eagen

The TAA is the TRICARE and VA liaison for the state.

Assistance provided for:

- *TRICARE for Life*
- *TRICARE Reserve Select/TRICARE Retired Reserve*
- *TRICARE Dental, Active Duty Dental*
- *VA Services and Benefits*
- *Filing assistance for benefits with VA, DOD and Tricare*
- *The TAA is available* to provide in-person briefings for TRICARE and/or VA benefits. (Available during drill weekends)*
- *Pre-separation counseling associated with Transition Assistance Program (TAP).*

CONTACT:

CO ARNG

12200 E. Briarwood Ave, Suite 160, Centennial, CO 80112

720-250-1173

720-250-1199 (fax)

Amy.j.eagen.ctr@mail.mil

VA Benefits

What is Veteran Crisis Line

Veteran Crisis Line is a Department of Veterans Affairs (VA) resource that connects Veterans in crisis and their families and friends with information and qualified, caring VA responders through a confidential, toll-free hotline and online chat. Veterans and their families and friends can call **1-800-273-8255** and **Press 1,** chat online at www.VeteranCrisisLine.net or text to **838255** to receive confidential support, 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.

About Veteran Crisis Line

The caring professionals at the Veterans Crisis Line are specially trained and experienced in helping veterans of all ages and circumstances. Many of the responders are Veterans themselves and understand what Veterans and their families have been through and the challenges Veterans of all ages and service era face.

In 2011, the National Veterans Suicide Prevention Hotline was renamed the Veterans Crisis Line to encourage Veterans and their families and friends to make the call. People who know a Veteran best may be the first to recognize emotional distress and reach out for support when issues reach a crisis point — and well before a Veteran is at risk of suicide.

To make sure all Veterans and their loved ones are aware of the Veterans Crisis Line, VA is coordinating with communities and partners nationwide to let Veterans and their loved ones know that support is available whenever, if ever, they need it.

When You Should Call The Veteran Crisis Line/Online Chat

You should call the Veterans Crisis Line or log on to the online if you are a Veteran or know a Veteran who is experiencing an emotional crisis—especially when you are concerned about risk of physical harm. Please call the Veterans Crisis Line at **1-800-273-8255 and Press 1** immediately if you or a Veteran you know is experiencing any of the following signs:

- Hopelessness; feeling like there's no way out
- Anxiety, agitation, sleeplessness, mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The presence of the following signs requires immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

Even if you or a Veteran you know is not in immediate danger, the Veterans Crisis Line is here for you. Crisis feels different for everybody and can stem from a wide range of situations. Some Veterans are coping with aging, stress, relationship problems, financial or legal issues, or lingering effects stemming from their military service, which were never addressed. Many recent Veterans have difficulty with their relationships or the transition back to civilian life. If you are a Veteran or know a Veteran who is experiencing any of the above signs, call the Veterans Crisis Line immediately or log on to the online chat.

Whatever's got you down –chronic pain, anxiety, depression, sleeplessness, anger, or even homelessness—a Veteran Crisis Line responder can provide support, day or night.

Both the phone number and online chat are free services for Veterans and anyone concerned about a Veteran.

For more information about the Veteran Crisis Line please visit the following websites:

https://www.veteranscrisisline.net/

https://www.mentalhealth.va.gov/suicide_prevention/index.asp

Source: Veteran Crisis Line website

For assistance with employment please contact:

Laura D. Farlett, Career Readiness Counselor, Citizen Soldier for Life
CO National Guard, Family Program Office
12200 E. Briarwood Ave, Suite 160
Centennial, CO 80112
720-250-2185
Laura.d.farlett.ctr@mail.mil

Watch out for the August newsletter which will contain information about Tricare Survivor Benefits and Guide and Service Dogs.

If there is any material on Tricare, VA or DoD program you would like to see me address in my next newsletter please feel free to contact me at (720) 250 -1173 or email amy.j.eagen.ctr@mail.mil