



# VA & Tricare Newsletter

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*Tricare Websites:*

<https://www.tricare.mil/bcaedcao>

## **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).

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## VA Benefits Who We Are:

### How to apply for a Veteran ID Card

A Veteran ID Card (VIC) is a form of photo ID you can use to get discounts offered to Veterans at many restaurants, hotels, stores, and other businesses. Find out if you are eligible for a Veteran ID Card—and how to apply.

#### Am I eligible for a Veteran ID Card?

You may be eligible if you meet both of the requirements listed below.

#### Both of these must be true. You:

- Served on active duty, in the Reserves, or in the National Guard (including the Coast Guard), **and**
- Received an honorable or general discharge (under honorable conditions)

If you received an other than honorable, bad conduct, or dishonorable character of discharge, you are not eligible for a Veteran ID Card. If you have an uncharacterized or unknown discharge status, we will have to verify your eligibility before we approve your application.

You will need to provide a copy of your discharge papers when you apply for a VIC to prove your character of discharge.

**Please note:** Retail vendors volunteer to take part in this discount program. If a business decides to provide discounts to Veterans, it does not mean that we are recommending or favoring that business.

#### How do I apply for a Veteran ID Card?

You can apply online now. Go to website:  
<https://www.va.gov/records/get-veteran-id-cards/vic/>

You will see a box that says:

#### Please sign in to apply for a Veteran ID Card

Try signing in with your **DS Logon, My HealthVet,** or **ID.me** account. If you do not have any of those accounts, you can create one now.

Sign in or create an account

#### You'll need this information

When you apply, be sure to have these on hand:

- Your Social Security number

- A digital copy of your DD214, DD256, DD257, or NGB22 that you can upload. This could be in a .pdf, .jpeg, or .png file format.
- A copy of a current and valid government-issued ID, such as a driver's license, passport, or state-issued identification card.

You will also need a digital color photo of yourself from the shoulders up. The photo should follow all these standards:

- Show a full front view of your face and neck (with no hat, head covering, or headphones covering or casting shadows on your hairline or face), **and**
- Be cropped from your shoulders up (much like a passport photo), **and**
- Show you with your eyes open and a neutral expression, **and**
- Be taken in clothing you'd wear for a driver's license photo, **and**
- Be a square size and have a white or plain-color background (with no scenery or other people in the photo), **and**
- Show what you look like now (a photo taken sometime in the last 10 years), **and**
- Be uploaded as a .jpeg, .png, .bmp, or .tiff file

### **What happens after I apply for a Veteran ID Card?**

Once you've submitted your VIC application, we'll check your eligibility and verify that:

- Your character of discharge meets eligibility requirements, **and**
- The ID you submitted (driver's license or passport) is valid, **and**
- The image you've chosen to appear on the card meets the photo requirements

After we have verified your eligibility, we will send you an email letting you know the status of your application. If you have an unknown or uncharacterized discharge status, your application will take more time to process while we verify your eligibility. (We may need to request your records from the National Personnel Records Center.)

If you receive an email from us asking for additional information or evidence to process your application, you will need to sign in to AccessVA and update your application with the information we ask for.

### **Check the status of your application after you apply**

You can sign in to your AccessVA account to check the status of your VIC application.

[Sign in to your AccessVA account](#)

### **Replace your Veteran ID Card if it gets lost or stolen**

To request a new card, please send us an email.

[Email us at vetidcard@va.gov](mailto:vetidcard@va.gov)

### **Get help with your application**

If you have any questions or need help, please send us an email. [Email us at vetidcard@va.gov](mailto:vetidcard@va.gov)

The information provided is just to give your idea how to get Vet Id. To find out more about Vet Id go to the VA website:

<https://www.va.gov/records/get-veteran-id-cards/vic/>

For more information: [www.va.gov](http://www.va.gov)

### **Source: VA website**

Watch out for the March newsletter, which will about Tricare for Life and VA Home Loan.

**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](mailto:amy.j.eagen.ctr@mail.mil)**