

[\[Categorical Listing\]](#) [\[Numerical Listing\]](#)



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

**MAR 26 1996**

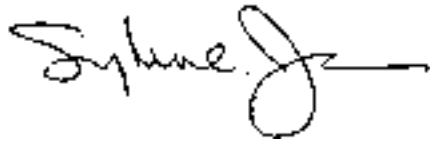
MEMORANDUM FOR LEAD AGENTS THROUGH: SURGEONS GENERAL

SUBJECT: Completion of Active Duty Enrollment in TRICARE Prime

Over the past six months, I have signed several memorandums, Attachments 1, 2 and 3, directing 100 percent enrollment of active duty personnel in TRICARE Prime. I have provided the minimum criteria that must be met to satisfy active duty enrollment, stressed the importance of active duty enrollment as a TRICARE marketing opportunity, and directed the Lead Agents to ensure against passive enrollment. The goal was to have 100 percent active duty enrollment by November 1, 1995.

As of January 15, 1996, we have achieved 81.6 percent active duty enrollment (Attachment 4). Although this represents an increase over the numbers reported in November 1995, it falls short of our anticipated goal. I remain concerned that passive enrollment is occurring and that our active duty enrollees are not being informed and thus are not reaping the benefits of Prime enrollment.

Now is the time for you to take a more proactive role in making TRICARE Prime for active duty personnel a success. You must work diligently with medical treatment facilities to establish processes that ensure our criteria for active duty enrollment are adhered to. We must guard against giving our primary customers the impression that TRICARE is just another administrative bureaucracy and you must continue to stress that TRICARE was established to improve the quality of life of all our beneficiaries. TRICARE Prime is a program that will link our patients to primary care managers who will manage their care, improve their access, and increase their satisfaction. We must educate our active duty personnel, gain their confidence and remove their confusion and concerns about how health care will be delivered to them, now and in the future. I am confident that you can get this done.

A handwritten signature in black ink, appearing to read "Stephen C. Joseph", with a long horizontal line extending to the right from the end of the signature.

Stephen C. Joseph, M.D., M.P.H.

**HA POLICY 96-038**

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Last update: 12/22/1998