



**DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR FORCE PERSONNEL CENTER  
JOINT BASE SAN ANTONIO-RANDOLPH, TEXAS**

## **Beneficiary Counseling & Assistance Coordinator and Debt Collection Assistance Officer Information**

This article provides information relating to the Beneficiary Counseling & Assistance Coordinator and Debt Collection Assistance Officer personnel responsible for assisting TRICARE beneficiaries of medical benefits and debt repayment claims.

A BCAC is located within the Military Treatment Facility and is available to answer questions or help obtain medical care access through the TRICARE programs.

A DCAO is also located within a MTF and can assist members in resolving health care collection related issues. Members must contact a DCAO if they have received a negative credit rating or have been sent to a collection agency due to an issue related to TRICARE services. To find a BCAC or DCAO near you, based on your region, state, country or branch of military service, you can use the [BCAC/DCAO Directory](#).