

## NATIONAL ENROLLMENT DATABASE (NED)

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### 1.0. GENERAL

The purpose of this chapter is to outline the systems and technical procedures to be followed in carrying out the data interchange between **the Defense Enrollment Eligibility Reporting System (DEERS)** and contractor systems for TRICARE benefit eligibility, enrollment, Non-Availability Statements (NASs), other health insurance (OHI), and catastrophic caps and deductibles with DEERS. This text relates to data interchange with DEERS as it will function during the **National Enrollment Database (NED) Solution (New DEERS, Phase-I)**. Narrative descriptions and technical support document specifications are located on the Defense Manpower Data Center (DMDC) home page at <http://www.dmdc.osd.mil/deers>. Please refer to the documents that are identified as being for the **NED Solution**.

### 2.0. DEERS DOCUMENTATION

DEERS has numerous documents that support the system. These documents contain specifics regarding the data sets and data flows. The following is a partial list of the DEERS documentation.

2.1. Technical Specifications for the TRICARE **National Enrollment Database (NED) Solution**.

2.2. **TRICARE National Enrollment Database (NED) Program Management Plan**.

2.3. **New DEERS/Medical Database Rules**. This document gives a brief description of the DEERS database. DEERS utilizes an Oracle RDBMS relational database structure with rules based application programming.

### 3.0. INTERFACE REQUIREMENTS

3.1. The **New DEERS** uses a Desktop Enrollment Application and file transfers to communicate enrollment data between DEERS, **CHCS**, and contractor systems. **TRICARE Universal Beneficiary Enrollment Cards** will be printed centrally and distributed **to the beneficiary** by DMDC, with DEERS being the source of card data. Other health insurance (OHI) and Non availability Statement (NAS) interchanges are unchanged by the **NED solution**, and will be performed and transmitted as per **Section 2** for OHI reporting, as per **Section 3** for benefit eligibility, and as per **Section 6** for NASs. **File transmissions from the contractor to refresh a Central Civilian Network PCM Data File will be developed toward the NED implementation date.**

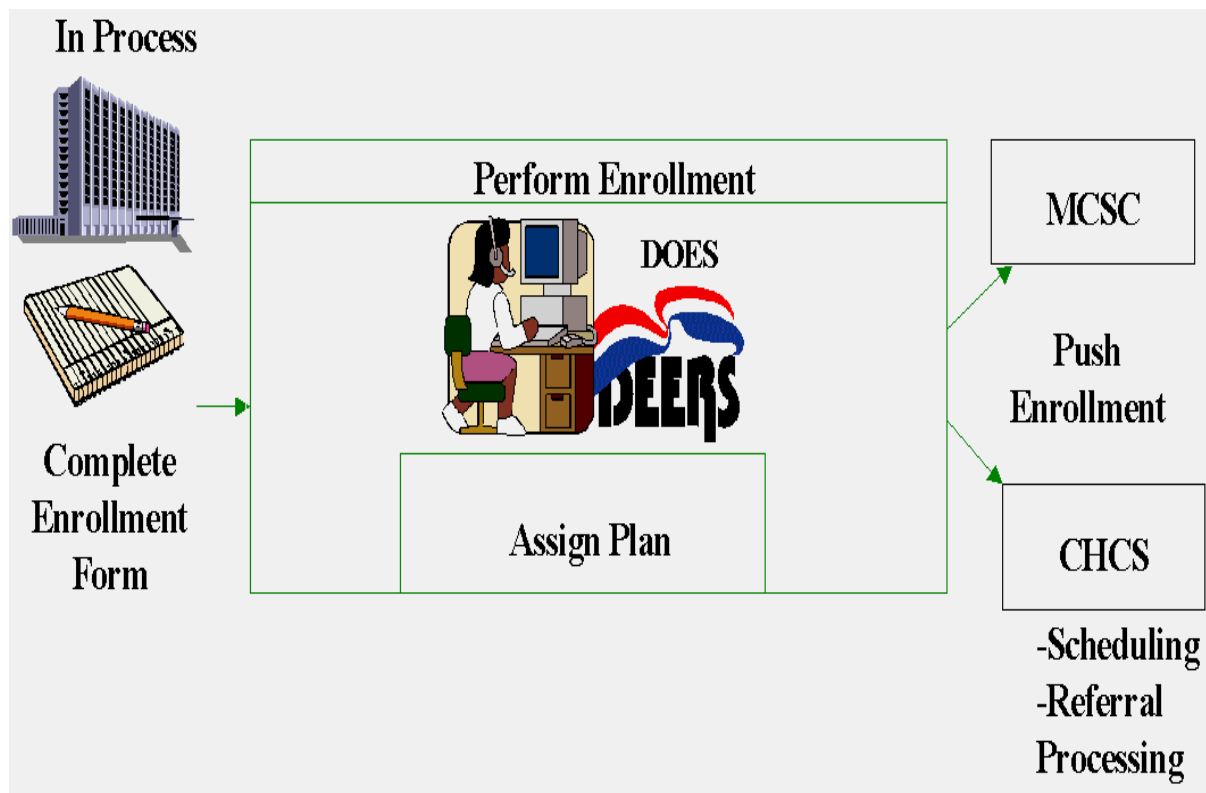
3.2. The DEERS serves as the official database of record for data transmitted to and from its repository.

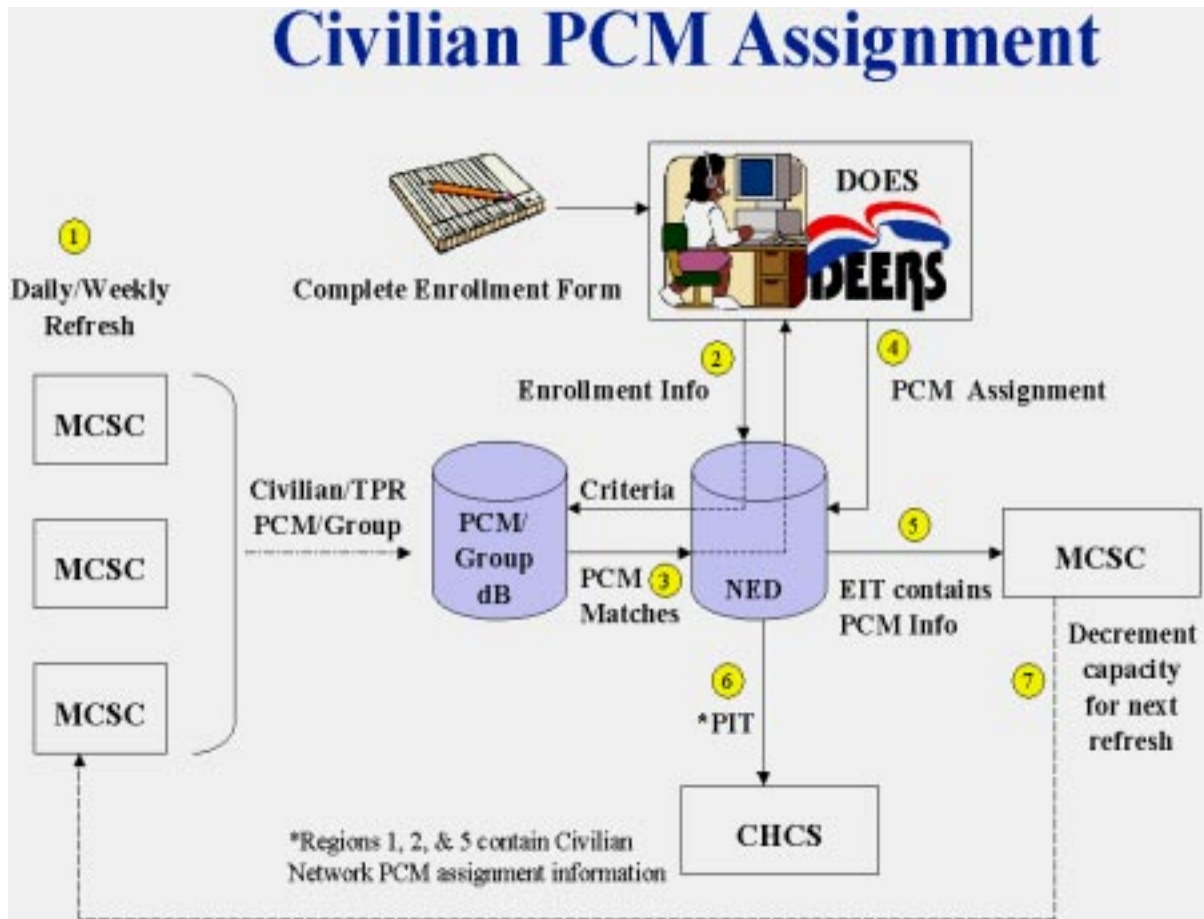
3.3. Technical direction of the interfaces will be the responsibility of TMA who will coordinate with DMDC/DEERS Program Office (DEERS-PO) and the contractors as required. Policy direction will be given by TMA as appropriate. Revisions to technical direction will be communicated to the contractor via TMA in sufficient time to permit comment and coordination. Potential interface revisions will be coordinated between TMA and DMDC prior to finalization for discussion and comment.

#### 4.0. DEERS DESKTOP ENROLLMENT APPLICATION

4.1. Prior to Ned Phase-I initial implementation, the contractor will participate with DMDC staff to coordinate design requirements associated with the desktop enrollment software application.

4.2. The contractor's design associated with the desktop enrollment application will specifically not propose screen scraping technology or pre-enrollment interfaces between MCSC systems and DOES. The following diagrams show the data and process flow expected by the Government. Deviations from this diagram, are at the contractor's technical and financial risk.





4.3. Upon implementation the TRICARE contractors will perform all TRICARE enrollments, voluntary disenrollments, and related updates to enrollment information through the DEERS Desktop Enrollment Application. Refer to the supporting DEERS documentation for descriptions of data and data flow related to this application. DMDC/DEERS is responsible for the desktop application's software development and maintenance, and will provide the desktop client application to the contractor.

4.4. The contractor will transmit a Primary Care Manager file to DMDC. This central file will be used in conjunction with the DEERS desktop enrollment application in support of Civilian Network PCM selection. Specifics of what data the contractor will send to the central file, and how often it will be sent, are found in the NED Technical Specification.

## 5.0. TELECOMMUNICATIONS

5.1. All telecommunication lines and communication equipment (modem, DSU, TDM) for the DEERS interface will be ordered, installed, and tested by the Government/TMA. Existing telecommunication lines will be used, as determined by the Government, if capacity exists.

5.2. The cost for equipment and installation from the Government Furnished Equipment (GFE) to the local host system will be the contractor's responsibility. The Government/TMA will fund the costs for the line and GFE.

5.3. Telecommunication requirements shall be discussed and agreed to during the **Final Design Review**. The contractor shall refer to the DEERS Technical Specifications for the TRICARE **NED** Solution and other DEERS technical documentation to find interface requirements that must be met.

5.4. The DEERS technical documentation describes the concept of operations of the interfaces, defines the message structure and protocols that govern the interchange of data, and identifies the communication paths along which the data are expected to flow.

#### 6.0. TERMINALS/HARDWARE

**Except for the Desktop Enrollment Application, which will be provided to the Managed Care Support Contractors (MCSCs) by the Government, the contractor is responsible for all systems and operating system software needed internally to support DOES.**

#### 7.0. DEERS TECHNICAL SUPPORT/OPERATIONAL HOURS

7.1. Unless notified by the contracting officer, the contractor may not bypass the query/response process for the prior day's claims if either DEERS or the contractor is down for twenty-four (24) hours or any other extended period of time. Instead, should this situation occur, the contractor shall work directly with DEERS to develop a mutually agreeable schedule for processing the backlog. The contractor shall develop a method for ensuring the query/response process continues, even if an extended period of downtime occurs. This alternative method can be either a batch backup to the on-line system, weekend processing, off hours processing or any other method proposed by the contractor and accepted by DEERS and TMA.

7.2. Should a system interruption occur, the agency first aware of the interruption shall notify the other agency involved. That is, if DEERS is down, a telephone call to the contractors affected by the malfunction will be initiated by the appropriate DEERS operations personnel. If a contractor experiences a malfunction, operations personnel from that agency shall contact the appropriate DEERS operations point-of-contact, as provided by TMA. When the malfunction has been corrected, the agency correcting the problem shall contact all affected agencies.

7.3. Refer to the DEERS documentation located on the DMDC home page at, <http://www.dmdc.osd.mil>, for technical support and operational times.

#### 8.0. AUDIT TRAIL

For audit and performance review purposes, the contractor will be required to retain a copy of every transaction and response sent and received **for claims adjudication procedures**. This information is to be retained for the same period as required by the TRICARE Policy or Operations manual.

## 9.0. INITIAL TRANSITION IMPLEMENTATION

9.1. Master Schedule: The Government shall provide a Master Schedule that shall include, as a minimum, the milestone activities identified in the **planning, development, testing, and implementation of the National Enrollment Database (NED)**. The contractor will be required to provide a set of sub-activities and milestones that they will monitor and accomplish in their efforts to support and meet Government-identified major and minor activity milestones. Contractor input to the Master schedule shall be a deliverable item, and will be submitted to the Government for review **a date to be specified at the FDR**. The contractor will provide progress updates related to their sub-activities and milestones on a weekly basis.

9.2. Final Design Review (FDR): The contractor shall participate in a **Final Design Review (FDR)**, to be conducted **at a date specified by the Government**, to identify and validate functional and technical components of the **NED Program**. In preparation of the **FDR**, the contractor shall prepare and submit an agenda and list of issues to be addressed by the Government. The contractor shall host and provide administrative and technical support to the PDR at the contractor business site. The contractor attendees should include the Information Technology (IT) development manager and supporting Senior Systems engineers and analysts. The contractor shall document and submit minutes of the **FDR** meeting to the Government for approval no later than **a date to be determined by TMA**.

9.3. System Test Plan (STP): The contractor shall coordinate with the Government to develop, and submit to the Government for review and approval, a draft System Test Plan (STP) to ensure compliance with operational capability of all systems and processes no later than **a date to be specified by TMA** prior to **Government Pre-Installation Acceptance testing (GPIAT)**.

9.3.1. The contractor shall participate in integrated testing of the STP. The contractor shall provide on-site or telephonic resources (either senior system engineers/analysts) during **the Testing periods**. The contractor, utilizing network technology consistent with stated specifications, shall conduct **GPIAT Testing**. **All GPIAT Testing** will be a complete end-to-end test using the STP, and will include use of **contractor provided test cases** to evaluate **NED** between the contractor AIS and DEERS. During this period, the contractor shall complete all re-testing as specified by the Government.

9.3.2. The Testing Control Board can be accessed via Government-supplied toll-free conference call. The Testing Control Board shall be convened daily on business days **during the first week of GPIAT Testing and twice-weekly for all subsequent weeks of GPIAT Testing**, or as needed, and will include development and testing representatives from the Government and contractors to evaluate, recommend, and approve corrective actions. The contractor shall perform Government approved corrective actions during this period.

9.4. Within two working days following completion of the GPIAT testing phase, the contractor shall provide to the Government for approval a final report of the results, an analysis of **NED** performance and acceptability, and an assessment of readiness to proceed to the **implementation of NED**.

9.4.1. **By a date specified by TMA** after the close of the test period, the contractor shall submit to the Government for approval a Certification of Operability.

9.5. NED shall be activated and operational by a date specified by TMA prior to the TMA specified GPIAT begin date. This activation shall include Government and contractor hardware components.

9.5.1. The Government supplied DOES software shall be activated and operational at a date specified by TMA prior to the TMA specified GPIAT begin date.

9.6. After the Certification of Operability has been issued by the Government any System Change Requests (SCR) to NED as directed by the TMA, shall be handled through the TMA Requirements Configuration Management Process.

9.7. The contractor shall provide documentation to the Government in both hard copy and electronic media. Preferable modes of transmission can include the Internet mail or FTP. Acceptable electronic media for submittal/ transmission include the most current versions of: WordPerfect<sup>®</sup>, MS Word<sup>®</sup>, MS Excel<sup>®</sup>, MS Powerpoint<sup>®</sup>, MS Project<sup>®</sup>, or ASCII files. The Government will accept an electronic copy as a deliverable when delivery time is less than 2 working days following a specified action, with hard copy to follow within 5 working days.