

## HELP DESK SUPPORT

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### 1.0. CONTRACTOR OBLIGATIONS

Contractors must fulfill the following obligations before contacting the DEERS Help Desk for problem resolution:

- Only two individuals (one primary, one backup) per contractor in each region may contact the NED/DOES Help Desk. It is the responsibility of the contractor to designate these individuals, inform their organization that all issues must be routed through either of these two people, ensure these two individuals are properly trained and technically competent, and ensure compliance with this requirement.
- Contractors will forward the names, telephone numbers, and e-mail addresses of their regions' designated primary and backup points of contact via e-mail to the DEERS Help Desk. Each name will be identified as to whether it is the primary or backup point of contact. For those contractors with more than one region, a single e-mail identifying the points of contact by region is sufficient.
- Contractors will forward updates to the DEERS Help Desk via e-mail when a primary or backup point of contact replacement occurs. The e-mail will provide the replacement's notification information as identified above as well as identifying who is being replaced.

Individuals who contact the DEERS Help Desk who are not on the approved list, but should be, will be requested to have their manager/supervisor submit e-mail containing updated point of contact information to the Help Desk. The Help Desk will not modify the Approved List without supporting e-mail from the contractors.

- Individuals who contact the DEERS Help Desk who are not on the approved list and who are not replacing a current primary or backup point of contact will be asked to coordinate their issues with their designated points of contact.
- Contractors must make reasonable efforts to internally resolve any issue prior to use of the DMDC support services. For example, the contractor must verify connectivity on its own network.
- The contractor will provide an adequate amount of information to the DMDC so that a problem can be replicated before the commencement of DMDC's support.
- Issues submitted with inadequate information will be returned to the contractor.
- All updates to DOES must be tested by the MCSC/DP and, if operable, installed and used. DEERS will only support the current and prior release of the DOES application.

**NOTE:** The DMDC is not responsible for any problem caused by the following:

- Incorporation of attachment of a feature, program, or device to DOES, or any part thereof
- Any nonconformance caused by accident, transportation, neglect, misuse, alteration, modification, or enhancement of DOES
- The failure to provide a suitable installation environment
- Use of DOES for other than the specific purpose for which DOES is designed
- Use of DOES on any systems other than the specified supported hardware platform and/or operating system
- Use of defective media or defective duplication of DOES
- Failure to incorporate any previously released update
- Communications Issues
- Firewalls external to DMDC
- Software distribution & installation of software used by the MCSC/DP

## **2.0. REPORTING ISSUES TO DSO**

The DSO is responsible for researching and resolving personnel or person discrepancies and correcting enrollment records. The contractor is responsible for establishing designated points of contact (POC) with the DSO, and the DSO will only accept issues submitted by these POCs. The contractor POCs are responsible for reviewing all DSO requests for accuracy before submission. Any request that is not clear or complete will be returned to the contractor.

### **2.1. Reporting Discrepancies And Corrections To HCDP Enrollments**

Problems or requests that are related to personnel or person discrepancies should be reported directly to DSO via TRICARE Enrollment Correction Request process. DMDC will provide the incoming MCSC with the process at contract award. Any issue that affects the beneficiary's immediate medical care should be indicated as "urgent". The DSO will provide assistance for resolution of issues in the areas outlined below.

- Beneficiary doesn't show as eligible, contractor has documents that indicate eligibility
- Duplicate person (individual listed as both spouse and child or a duplicate of the same person)
- Erroneous person data (such as incorrect DOB)

Required Enrollment corrections that cannot be performed in DOES include changes to an enrollment or Primary Care Manager (PCM) that is not the most current enrollment or PCM segment, and cannot be made current through a cancellation of a later segment via DOES. Such requests should follow the TRICARE Enrollment Correction Request procedures outlined below:

- Only two individuals (one primary, one backup) per contractor in each region may contact the DSO. It is the responsibility of the contractor to designate these individuals, inform their organization that all issues must be routed through either of these two people, ensure these two individuals are properly trained and technically competent, and ensure compliance with this requirement.
- All TRICARE Enrollment Correction Requests will be checked for accuracy by the designated POCs prior to submission to DSO.
- Contractors will forward the names, telephone numbers, and e-mail addresses of their regions' designated primary and backup points of contact via e-mail to the DSO and TMA Program Manager. Each name will be identified as to whether it is the primary or backup point of contact. For those contractors with more than one region, a single e-mail identifying the points of contact by region is sufficient.
- Contractors will forward updates to the DSO and TMA Program Manager via e-mail when a primary or backup point of contact replacement occurs. The e-mail will provide the replacement's notification information as identified above as well as identifying who is being replaced.

Individuals who contact the DSO who are not on the approved list, but should be, will be requested to have their manager/supervisor submit email containing updated point of contact information to the DSO. The DSO will not modify the Approved List without supporting email from the contractors.

- Individuals who contact the DSO who are not on the approved list and who are not replacing a current primary or backup point of contact will be asked to coordinate their issues with their designated points of contact.
- Contractors must make reasonable efforts to internally resolve any issue prior to use of the DSO support services. Perform action to extent possible in DOES first. Indicate on the form why the corrective action could not be performed.
- Requests submitted with inadequate information will be returned to the contractor.
- All requests must be submitted according to the process DMDC provides at the time of contract award. All applicable sections of the form must be completed, with a note summarizing the request. They can be faxed to the designated DSO fax number.
- All correction requests must include the POC's name, telephone number, and fax number. Once the correction has been made, a confirmation fax or other notification will be returned to the POC. The analyst may contact the POC via telephone, if there is a question regarding the request.

These requests will be handled as a priority, but the volume of requests may have a direct impact on the response time. Any issue that affects the beneficiary's immediate care should be marked as urgent, and the DSO will immediately act upon these issues for resolution.

