CHAPTER 9

ELIGIBILITY VERIFICATION

SECTION SUBJECT

1 NATIONAL ENROLLMENT DATABASE (NED)
- 1.0. General
- 2.0. DEERS Documentation
- 3.0. Interface Requirements
- 4.0. DEERS Desktop Enrollment application
- 5.0. Telecommunications
- 6.0. Terminals/Hardware
- 7.0. DEERS Technical Support/Operational Hours
- 8.0. Audit Trail
- 9.0. Initial Transition Implementation

2 TRICARE ENROLLMENT/DISENROLLMENT ON DEERS
- 1.0. Managed Care Enrollment Procedures
  - 1.1. Civilian Network Primary Care Manager Selections
  - 1.2. Military Treatment Facility Primary Care Manager Selections
- 2.0. Ongoing DMIS-ID and PCM Location Code Identification Requirements
  - 2.1. Non-TPR Active Duty Service Member Enrollment, Medicare Senior Prime, and Supplemental Health Care Program
  - 2.2. TRICARE Prime Remote Active Duty Service Member Enrollment
  - 2.3. TRICARE Prime Remote Active Duty Family Member Enrollment
  - 2.4. Active Duty Family Member, Retiree, and Retiree Family Member MTF/ Clinic Enrollment
  - 2.5. Active Duty Family Member, Retiree, and Retiree Family Member Civilian Network Enrollment - For DEERS
- 3.0. Sending a TRICARE Prime Enrollment to DEERS
  - 3.1. Centralized Network PCM File
  - 3.2. Civilian Network PCM Assignment
  - 3.3. Direct Care PCM Assignment
  - 3.4. PCM Changes and Beneficiary Address Updates
  - 3.5. Enrollment Fee Updates to DEERS
  - 3.6. Fiscal Year Catastrophic Caps and Deductibles
  - 3.7. Enrollment Year Catastrophic Caps
  - 3.8. Updating OHI
  - 3.9. Enrollment Anniversary Date Corrections

SECTION SUBJECT

4.0. Disenrollments/Transfers

5.0. Retroactive Eligibility/Enrollment Maintenance

6.0. Enrollment integration Testing

7.0. Claims Processing Verification Testing

8.0. Fiscal Year Catastrophic Cap and Deductible Testing

9.0. TMA & DMDC Deers On-Line Enrollment System (DOES)-User Scenario Comments

3 TRICARE ELIGIBILITY VERIFICATION PROCEDURES

1.0. General
- 1.1. Eligibility Verification Through DEERS
- 1.2. Exceptions to the DEERS Eligibility Query Process
- 1.3. Sending a Query for Eligibility to DEERS
- 1.4. One-Step DEERS Eligibility Query
- 1.5. Two-Step DEERS Eligibility Query
- 1.6. Multiple Eligibility Segments
- 1.7. Audit Trail

4 DEERS TRICARE ELIGIBILITY RESPONSE PROCESSING

1.0. Response Processing
- 1.1. Response Categories
- 1.2. Clerical Processing Requirements

2.0. Contractor Actions for Replies Indicating Patient Ineligible - Treatment Period Outside Entitlement Period
- 2.1. Deny Claim Totally Or Partially
- 2.2. ID Card or Eligibility Expiration
- 2.3. Other Eligibility Response Code 70s
- 2.4. Adjustment Processing

3.0. Contractor Actions Required For Other Situations
- 3.1. Different Spouse Found On DEERS
- 3.2. Different Status
- 3.3. Pay Grade Different On DEERS
- 3.4. Name Differences
- 3.5. Patient Relationship
- 3.6. Sample Basic Downloading Logic
- 3.7. Operation Desert Storm Indicator
- 3.8. Transitional Assistance Management Program (TAMP)
- 3.9. Other
- 3.10. Former Spouse - URFS/04 Classification

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5 EXCEPTION PROCESSING REQUIREMENTS
1.0. Payment Record Requirements
2.0. Informing the Patient, Sponsor, or Provider of Claims Denial or Contractor Performed DEERS Overrides
3.0. Verified Information
4.0. Recoupment Procedures for Prior Claims
5.0. Handling Exceptions Referred by the DMDC DEERS Program Office, DEERS Support Office, and Uniformed Service DEERS Project Officers

6 NON-AVAILABILITY STATEMENT (NAS) REQUIREMENTS
1.0. Nonavailability Statement (NAS) Data on DEERS
1.1. General
1.2. DEERS Eligibility Inquiry And NAS Data
1.3. DEERS Eligibility Response And NAS Data

7 MILITARY HEALTH SYSTEM (MHS) ENTERPRISE WIDE REFERRAL AND AUTHORIZATION SYSTEM (EWRAS)
1.0. Nonavailability Statement (NAS) Data
1.1. General
1.2. EWRAS And NAS Data Requirements

ADDENDUM A - FIGURES
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Figure 9-A-2 - DEERS Data Discrepancy Codes
Figure 9-A-3 - DEERS Eligibility Codes
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Figure 9-A-16 - Discrepancy Reporting System - Contractor Batch Header Record
Figure 9-A-17 - Discrepancy Reporting System - Contractor Data Discrepancy Record
Figure 9-A-18 - Discrepancy Reporting System - Contractor Batch Trailer Record

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Figure 9-A-19 - Discrepancy Reporting System - DSO Transmittal Header Record
Figure 9-A-20 - Discrepancy Reporting System - DSO Batch Header Record
Figure 9-A-21 - Discrepancy Reporting System - DSO Data Record (No Errors Found)
Figure 9-A-22 - Discrepancy Reporting System - DSO Data Record (Contractor Data Record In Error)
Figure 9-A-23 - Discrepancy Reporting System- DSO Data Record (Data Record For Rejection Batch)
Figure 9-A-24 - Discrepancy Reporting System - DSO Batch Trailer Record

ADDENDUM B - AGENCIES TO CONTACT FOR INQUIRIES CONCERNING DEERS ENROLLMENT OF FAMILY MEMBERS

ADDENDUM C - KEY UNIFORMED SERVICE, DEERS AND TMA PERSONNEL

ADDENDUM D - EXPLANATION OF REASON FOR CHANGE CODES

ADDENDUM E - DEERS TYPE 3 RESPONSE RECORD DATA ELEMENT DEFINITION
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ADDENDUM F - NAS FIELDS AND CODES ON EWRAS

ADDENDUM G - EWRAS RECORD DATA ELEMENT DEFINITION

ADDENDUM H - DEERS NON-AVAILABILITY STATEMENT FILE LAYOUT AND CORRESPONDING 278 LOCATIONS

ADDENDUM I - EXAMPLE 278 NAS

ADDENDUM J - 278 NAS MESSAGE LAYOUT