

Chapter 3

Section 4.3

Defense Manpower Data Center (DMDC) Support

Revision:

1.0 DMDC SUPPORT CENTER (DSC)

1.1 The DSC provides 24 hour a day, seven days a week global support for Defense Enrollment Eligibility Reporting System (DEERS) and Military Health System (MHS) problems that may arise. The DSC is intended to support users who are experiencing problems with applications or interfaces. This support center does not deal with individual beneficiary data or eligibility problems within DEERS.

1.2 Contractors must fulfill the following obligations before contacting the DSC for problem resolution:

1.2.1 Only two individuals (one primary, one backup) per contractor per region or contract may contact the DSC. 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, technically competent and available, and ensure compliance with this requirement.

1.2.2 Contractors will forward the names, Social Security Numbers (SSNs), telephone numbers, and e-mail addresses of their contract and/or regions' designated primary and backup Points Of Contact (POCs) via password protected or encrypted e-mail to the Defense Health Agency (DHA) Program Manager and/or Contracting Officer's Representative (COR) as directed. A contact number should be included in the e-mail for any follow-up that may be required. Each name listed should indicate whether the individual is the primary or back-up POC.

1.2.3 Contractors will forward updates to their primary or backup points to DHA as directed. Updates will provide the replacement's notification information as identified above as well as identifying who is being replaced. Individuals who contact the DSC who are not on the approved list, but should be, will be requested to have their manager/supervisor submit e-mail containing updated POC information to the Help Desk.

1.3 The Help Desk will not modify the Approved List without supporting e-mail from the contractors.

1.3.1 Individuals who contact the DSC who are not on the approved list and who are not replacing a current primary or backup POC will be asked to coordinate their issues with their designated POCs.

1.3.2 Contractors must make reasonable efforts to internally resolve any issue prior to use of the DSC. For example, the contractor must verify connectivity on its own network.

1.3.3 The contractor will provide an adequate amount of information to the DSC so that a problem can be replicated before requesting DMDC's support.

1.3.4 Issues submitted with inadequate information will be returned to the submitting contractor.

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

1.4.1 Use of DMDC applications or services for other than the specific purpose for which it was designed.

1.4.2 Use of DMDC applications or services on any systems other than the specified incorporation of attachment of a feature, program, or device to any DMDC application or service, or any part thereof.

1.4.3 Any nonconformance caused by accident, transportation, neglect, misuse, alteration, modification, or enhancement of DMDC applications or services.

1.4.4 The failure to provide a suitable installation environment supported hardware platform and/or operating system.

1.4.5 Use of defective media or defective duplication of DMDC applications or services.

1.4.6 Failure to incorporate any previously released update.

1.4.7 Communications issues.

1.4.8 Firewalls external to DMDC.

1.4.9 Software distribution and installation of software used by the contractor.

2.0 DMDC SUPPORT OFFICE (DSO)

2.1 The DSO researches and resolves personnel or person discrepancies and corrects enrollment records within DEERS. DSO hours of operation are 0600-1530 (Pacific Standard Time (PST)). Information on contacting and reporting issues to the DSO can be found in the Problem Reporting Guide.

2.2 The contractor must take all corrective actions within their capability before logging a ticket with DSO. This includes retroactive actions to the earliest possible date in the Government furnished web-based enrollment system/application, even if an additional date change is required through DSO. Contractors shall have a quality control process in place to ensure the problem cannot be further corrected using the Government furnished web-based enrollment system/application. The quality control process must also review all actions to ensure that requests are appropriate and accurate and that sufficient information about the problem is provided on the request.

2.3 Any request that is not clear or complete will be returned to the requesting contractor with a "Note to Contractor/Submitter" identifying the information or clarification needed and a request to resubmit the request with required information.

2.4 Contractors must fulfill the following obligations before contacting the DSO for problem resolution:

2.4.1 Only three individuals (one primary, two backup) per contractor per region or contract may contact the DSO. An additional individual may also be designated to have access to resolve claim issues. It is the responsibility of the contractors to designate these individuals, inform their organization that all issues must be routed through either of these three people, ensure these individuals are properly trained and technically competent, and ensure compliance with this requirement.

2.4.2 Contractors will forward the names, SSNs, telephone numbers, and e-mail addresses of their regions' or contract's designated primary and backup POCs via password protected or encrypted e-mail to the DSO POC provided in the DMDC Web Request (DWR) on-line User's Guide and the DHA Program Manager and/or COR. A contact number should be included in the e-mail for any follow-up that may be required. Each name listed should indicate whether the individual is the primary or backup POC. For those contractors with more than one region, a single e-mail identifying the POCs by region is sufficient.

2.4.3 Contractors will forward updates to the DSO via encrypted e-mail when a primary or backup POC replacement occurs. The e-mail will provide the replacement's notification information as identified above as well as identifying who is being replaced. The DSO POC must be notified when a DWR user leaves their position so that their access can be removed immediately.

2.5 Reporting Discrepancies And Corrections To Enrollments

2.5.1 Problems or requests that are related to personnel or person discrepancies should be reported directly to DSO via the DWR application, a web-based on-line system. All issues submitted through DWR must be prioritized. Any issue that affects the beneficiary's immediate health care should be indicated as "1- urgent". Any issue that affects their enrollment or disenrollment should be indicated "2- high priority". All other issues should be indicated "3-routine". The DSO will provide assistance for resolution of issues in the areas outlined below:

2.5.1.1 Beneficiary doesn't show as eligible, contractor has documents that indicate eligibility.

2.5.1.2 Duplicate person (individual listed as both spouse and child or a duplicate of the same person).

2.5.1.3 Erroneous person data supported with appropriate documentation (such as incorrect Date of Birth (DOB)).

2.5.2 Required enrollment corrections that cannot be performed in the Government furnished web-based enrollment system/application include changes to an enrollment or Primary Care Manager (PCM) that is not the most current enrollment or PCM segment and that cannot be made current through a cancellation of a later segment via the Government furnished web-based enrollment system/ application. These types of requests should follow the TRICARE Correction Request procedures outlined below:

2.5.2.1 Contractors must make reasonable efforts to internally resolve any issue prior to use of the DSO support services. Contractors should perform all actions to the extent possible in the Government furnished web-based enrollment system/ application before submitting the request to DSO for

assistance. The DWR form will require an explanation of why the corrective action could not be performed in some cases.

2.5.2.2 All TRICARE correction requests shall be checked for accuracy by the designated POCs prior to submission to DSO.

2.5.2.3 All requests must be submitted in accordance with the guidelines provided in the DWR User's Guide. The request must be submitted using the DWR.

2.5.2.4 All correction requests must include the POC's name and telephone number. The DSO analyst may contact the POC via telephone, if there are questions while working on a pending request. The DSO analyst will make two attempts, within two business days, to follow-up on questions with the DWR requestor. If the DSO analyst cannot obtain responses to the questions as a result of unsuccessful contact attempts, the "Note to contractor/submitter" will document the question and the attempts made to contact the submitter. DSO will then close the request and a new DWR request will need to be submitted by the requester should corrective action still be required.

2.5.2.5 All requests will be handled in the order received, based on the priority level. However, the volume of requests may directly affect the response time.

Note: Only those issues that affect the beneficiary's immediate care should be marked as "1-urgent."

2.5.2.6 The contractor shall monitor the status of pending requests daily. The status of the request may be viewed by the contractor at any time.

2.5.2.7 Requests submitted with incomplete information will show as "closed" in DWR. The "Note to contractor/submitter" will explain the reason why it was closed; they are not returned to the contractor for additional information.

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