

## Interface Overview

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### 1.0 OPERATIONAL POLICIES AND CONSTRAINTS

The Defense Enrollment Eligibility Reporting System (DEERS) and its interfacing systems operate under the following policies and constraints:

- Standard Provider, Payer, and Patient IDs will be used, as legislated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) when these IDs are mandated for implementation.

### 2.0 SYSTEM DESCRIPTION

#### 2.1 Interface

DEERS supports various interfaces to systems within the Military Health System (MHS) and outside the MHS including the Centers For Medicare and Medicaid Services (CMS) and the state Medicaid agencies.

Major communities that DEERS interfaces with include:

- Composite Health Care System (CHCS)
- DoD service personnel systems
- MHS clinical systems
- Clinical Data Repository (CDR)
- Managed Care Support Contractors (MCSCs)/claims processors
- Uniformed Services Family Health Plan (USFHP) Providers
- Beneficiary Services Officers worldwide via the General Inquiry of DEERS (GIQD) application
- Pharmacy Data Transaction System (PDTS)
- Continued Health Care Benefit Program (CHCBP) administrator
- TRICARE Dental contractors
- Department of Veterans Affairs (DVA)/Veterans Health Administration (VHA)
- TRICARE Dual Eligible Fiscal Intermediary Contractor (TDEFIC)
- TRICARE Overseas Program (TOP) Contractor
- Other organizations as identified

#### 2.2 DEERS Operational Environment and Characteristics

The DEERS system environment consists of a Relational Database Management System (RDBMS), rules-based applications processing DoD entitlements and eligibility, a Transmission Control Protocol/Internet Protocol (TCP/IP) sockets listener, application servers that enforce business rules, and web servers.

DEERS provides applications, web applications, web services, and system to system interfaces.

### 2.2.1 Web Requirements

All Defense Manpower Data Center (DMDC) web-based applications require Microsoft® Internet Explorer 6.0 or higher using Hypertext Transfer (Transport) Protocol Secure (HTTPS). They are all government furnished equipment.

The contractor shall use the applications for their intended use only. The contractor shall not utilize screen scraping, html stripping, and any other technology or approach to manipulate or alter the intended use of the application or the application architecture.

The DEERS Online Enrollment System (DOES) supports enrollment activities. DOES will display enrollment fees for the last fiscal year that DEERS applied fees to the policy.

PCM Research Application (PCMRS) allows users to view PCMs, their capacities, and their enrolled counts.

PCM Panel Reassignment (PCMRA) allows MCSCs to reassign beneficiaries by group to other PCMs. MTFs also use PCMRA to set up group moves for execution by the MCSCs.

General Inquiry of DEERS (GIQD) is used for research and customer service to display demographics, coverage and PCM assignment information. It also allows address updates.

The Catastrophic Cap and Deductible Research and Enrollment Fee Payment Transaction Research Application (Fee/CCD Web Research) supports research and allows limited updates on the history of CC&D and enrollment fee payment transactions posted to DEERS and stored on-line (current plus previous five fiscal years).

The OHI Maintenance Application is used by contractors, pharmacy, and CHCS. It allows add, update, and cancellation of OHI policies as well as Standard Insurance Table (SIT) carrier adds, updates, cancellations and deactivations.

The SIT Verification Application is used exclusively by the **Defense Health Agency (DHA)** Uniform Business Office (UBO) Verification Point of Contact (VPOC). The application queues all SIT transactions entered through the OHI Maintenance Application for review and verification by the VPOC.

The Security application is used by the contractor site security manager to establish users and grant access to applications and other privileges. The contractor is responsible for designating a primary site security manager and one backup to manage all users and their access to DEERS applications. The appointed Site Security Manager (SSM) and alternate are required to complete an on-line training certification at initial appointment and yearly thereafter. All SSMs are required to remove access to all DEERS systems immediately upon departure of an employee from performing the function.

The DMDC Support Office Web Request (DWR) application is used by the contractors to report potential data problems or request historical enrollment corrections that cannot be

completed in DOES.

The DEERS Enrollment Reports application provides a number of reports at different intervals. These include:

- PCM Panel Downloads
- Enrollment and disenrollment reports
- Management reports for fees, catastrophic cap, etc.

### 2.2.2 System Maintenance/Downtime

DMDC has routinely scheduled times for system maintenance and will schedule additional downtimes as required. The routinely scheduled downtimes are:

- Weekly: 2100 Eastern Saturday to 0600 Eastern Sunday
- Daily, if needed: 2355 Eastern to 0100 Eastern

When DMDC identifies a telecommunications, hardware, or software problem outside a scheduled maintenance window that results in downtime of the contractor interface for two contiguous or cumulative hours within a business day, DMDC must notify the **DHA** of the problem and approximately when it is expected to be corrected. **DHA** contractors reliant upon DEERS will be notified of the situation and provided guidance as appropriate.

In addition to the standard problem resolution procedures as referenced in DMDC documentation, when the contractor experiences downtime in the DEERS interface for two hours contiguously or cumulatively within a business day and has not been contacted by **DHA**, the contractor must report the downtime to the **DHA** representative and shall report an updated status every two hours until the problem is resolved. A final report upon resolution is also required.

### 2.2.3 DEERS System To System Interfaces/Interactions

**FIGURE 3.1.3-1 SYSTEM TO SYSTEM INTERACTION**

BUSINESS EVENT	SENDING NODE	RECEIVING NODE	FORMAT	FREQUENCY
<b>PCM Interface</b> Sending node organizations send addition and modification records.	MCSC TOP USFHP	DEERS	XML	Event Driver
<b>Fee Payment/Failure To Pay Fees</b>	MCSC TDP TOP USFHP	DEERS	Fixed Length DEERS Defined	At least daily
<b>Fee Gateway for BWE</b>	DEERS	MCSC TDP TOP TRDP USFHP	Fixed Length DEERS Defined	Event Driven

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**FIGURE 3.1.3-1 SYSTEM TO SYSTEM INTERACTION (CONTINUED)**

<b>BUSINESS EVENT</b>	<b>SENDING NODE</b>	<b>RECEIVING NODE</b>	<b>FORMAT</b>	<b>FREQUENCY</b>
<b>Notification of Policy Information and Enrollment Information for Dental (EID)</b> This message sends a new image of demographic, address, policy, PCM, fee, premium, and other pass through information.	DEERS	MCSC TDP TOP TRDP USFHP	Variable Length DEERS Defined	Event Driven
<b>Notification of Patient ID Change</b> (This is a publish and subscribe model.)	DEERS	MCSC Rx TDP TOP TRDP USFHP	XML	Weekly
<b>DEERS Claims Web Services (DCWS) Inquiry</b>	ADDP MCSC Rx TDP TOP TRDP USFHP	DEERS	Fixed Length DEERS Defined	Event Driven
<b>DCWS Response</b>	DEERS	ADDP MCSC Rx TDP TOP TRDP USFHP	Variable Length DEERS Defined	Event Driven
<b>Partial Match Response to a DCWS Inquiry</b>	DEERS	ADDP MCSC Rx TDP TOP TRDP USFHP	Variable Length DEERS Defined	Event Driven
<b>CC&amp;D Totals Inquiry</b>	MCSC Rx TOP USFHP	DEERS	Variable Length DEERS Defined	Event Driven
<b>CC&amp;D Totals Response</b>	DEERS	MCSC Rx TOP USFHP	Variable Length DEERS Defined	Event Driven
<b>CC&amp;D Update</b>	Claims Processor MCSC Rx TOP USFHP	DEERS	Fixed Length DEERS Defined	Event Driven
<b>Premium Billing Service</b>	MCSC TOP TDP USFHP	DEERS	XML	Event Driven

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**FIGURE 3.1.3-1 SYSTEM TO SYSTEM INTERACTION (CONTINUED)**

<b>BUSINESS EVENT</b>	<b>SENDING NODE</b>	<b>RECEIVING NODE</b>	<b>FORMAT</b>	<b>FREQUENCY</b>
<b>OHI Policy Inquiry</b>	CHCS Claims Processor MCSC Rx TDP TRDP TOP	DEERS	XML	Event Driven
<b>OHI Policy Inquiry Response</b>	DEERS	CHCS Claims Processor MCSC Rx TDP TOP TRDP	XML	Event Driven
<b>OHI Policy Add/Update/Cancellation</b>	CHCS Claims Processor MCSC Rx TDP TOP	DEERS	XML	Event Driven
<b>SIT Add/Update/Cancellation/Deactivation</b>	CHCS Claims Processor MCSC Rx TDP TOP	DEERS	XML	Event Driven
<b>SIT Add/Update/Cancellation/Deactivation</b>	DEERS	CHCS Claims Processor MCSC Rx TDP TOP	XML	Event Driven
<b>Publish and Subscribe for the SIT Table Change</b> Any change to the SIT Table (e.g., adds, deactivation, temp to perm on a Carrier ID, or updates) requires all holders of the SIT to download the SIT.	CHCS Claims Processor MCSC Rx TDP TOP	DEERS	XML	Check Nightly
<b>File of CMS Information</b>	DEERS	TDEFIC	Fixed Length DEERS Defined	Monthly

## 2.3 DEERS Major System Components

Major components of DEERS include:

- Person repository
- National Enrollment Database (NED)
- Centralized CC&D repository
- PCM repository
- OHI repository
- SIT Database

## 2.4 External Systems

All system to system interfaces to DEERS must use TCP/IP, File Transfer Protocol (FTP), **Hypertext Transfer (Transport) Protocol (HTTP)**, **Secure File Transfer Protocol (SFTP)**, or HTTPS as specified by DEERS.

- DEERS utilizes standard message protocols where appropriate.
- DEERS defines the content and format of messages between DEERS and the **contractors**.
- DEERS **and** all contractors must utilize encryption for all messages that contain privacy level information.
- DEERS specifies the method of encryption and authentication for all external interfaces.
- All notifications are sent as full database images; they are not transaction-based. The contractor must accept and apply the full image sent by DEERS. The contractor shall add the information, if not present in their system. The contractor shall update their system, if the information is present, by replacing their information with what is newly received from DEERS. Notifications are only intended to synchronize the most current information between DEERS and the **contractor**. They do not synchronize history between DEERS and the contractor.
- DMDC centrally enforces all business rules for enrollment and enrollment-related events.
- DEERS is the database of record for all eligibility and enrollment information.

## 2.5 Data Sequencing

Since DEERS is tasked with resolving data conflicts from external systems using rules-based applications, all contractors shall ensure proper data sequencing of transactions sent to DEERS. This aids in maintaining data validity and integrity.

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