CHAPTER 9
SECTION 1

PORTABILITY ELECTRONIC DATA EXCHANGE (PEDE)

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 DEERS and Contractor systems for TRICARE benefit eligibility, enrollment, Non-Availability Statements (NASs), other health insurance (OHI), and catastrophic caps and deductibles with the Defense Enrollment Eligibility Reporting System (DEERS). This text relates to data interchange with DEERS as it will function during the Portability Electronic Data Exchange (PEDE) Solution, which will begin operation no later than 1 August 2000. 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 PEDE 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. DEERS Technical Specifications for the TRICARE PEDE Solution.

2.2. Program Management Plan for the DEERS/TRICARE Implementation of the PEDE Solution by August 2000.

2.3. 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 DEERS uses a Desktop Enrollment Application and file transfers to communicate enrollment, and catastrophic cap and deductibles data between DEERS and contractors systems. Universal TRICARE Enrollment Cards will be printed centrally and distributed by DMDC, with DEERS being the source of card data. Other health insurance (OHI) and Non availability Statement (NAS) interchanges are unchanged by the PEDE 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.

3.2. The DEERS is an On Line Transaction Processing environment. The DEERS acts 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. The TRICARE contractors will do all TRICARE enrollments, voluntary disenrollments, and related updates to enrollment information through the DEERS Desktop Enrollment Application. Dual entry of enrollments into CHCS will be eliminated, as CHCS will receive enrollment information directly from DEERS. 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.

4.2. 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 applications software needed internally to interface with DEERS (See also Para 6).

4.3. The contractor will be responsible for providing the end-user structure.

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 Systems Requirements Review and Preliminary Design Review. The contractor shall refer to the DEERS Technical Specifications for the TRICARE PEDE 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

The contractor is responsible for obtaining the terminals (client platforms) and other hardware that are required for Contractor systems to interface with DEERS, unless otherwise specifically identified by the Government. Universal TRICARE Enrollment Cards will be printed centrally and distributed by DMDC, with DEERS being the source of card data.

7.0. DEERS TECHNICAL SUPPORT/OPERATIONAL HOURS

The following are instructions for when DEERS or the contractor's system is down for an extended period of time:

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. 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. Systems Requirement Review (SRR): The contractor shall participate in a Systems Requirement Review. The SRR can be preceded by multiple technical interchange discussions with the Government. During the SRR, the contractor and Government shall identify functions, technical details, other areas of the interface content, and telecommunications needs, which require clarification. This meeting will also be used to determine a schedule of activities to ensure successful implementation with DEERS. The contractor attendees should include the Information Technology (IT) development manager and supporting Senior Systems engineers and analysts. The points of contact for both the Government and contractor will be determined at the SRR meeting.

9.1.1. The contractor may submit a list of questions to be addressed to the Government prior to the meeting. The contractor shall document and provide minutes of the SRR meeting.

9.1.2. All alterations proposed by the contractor will require Government approval.

9.2. Master Schedule: The Government shall provide a Master Schedule that shall include, as a minimum, the milestone activities identified in the *Program Management Plan for the Implementation of Portability Electronic Data Exchange (PEDE)*. 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 no later than 5 working days following the SRR. The contractor will provide progress updates related to their sub-activities and milestones on a weekly basis.

9.3. Preliminary Design Review (PDR): The contractor shall participate in a Preliminary Design Review (PDR), to be conducted no later than **XX** working days following contract award, to identify and validate functional and technical components of the data file and transfer to the contractor AIS. In preparation of the PDR, the contractor shall prepare and submit an agenda and list of issues to be addressed by the Government, no later than 5 working days prior to the PDR. 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 PDR meeting to the Government for approval no later than 2 working days following the date of the meeting.

9.4. 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 10 working days prior to laboratory testing.

9.4.1. The contractor shall participate in integrated testing of the STP no later than **XX** working days following contract award and lasting **XX** working days. The contractor shall provide on-site or telephonic resources (either senior system engineers / analysts) during Testing for at least **XX** working days. The contractor, utilizing network technology consistent with stated specifications, shall conduct testing. Testing will be a complete end-to-end test using the draft STP, and will include use of Government provided test scenarios to evaluate PEDE between the contractor AIS and DEERS. During this period, the contractor shall complete all re-testing as specified by the Government.

9.4.2. The contractor shall develop and maintain a tracking and resolution matrix to identify and communicate issues surfacing during the testing period. 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 by the Government 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. The contractor shall deliver the completed issue tracking and resolution matrix to the Government for review and approval at the end of the Laboratory Testing period.

9.5. Government Pre-Installation Acceptance Testing (GPIAT): Within two working days following completion of the testing phase, the contractor shall provide to the Government for approval the final results of the testing and an assessment of readiness to proceed to the Government Pre-Installation Acceptance Testing (GPIAT) phase.

9.5.1. The contractor shall submit the final GPIAT STP 5 working days prior to commencement of the GPIAT phase.

9.5.2. The contractor shall participate in the GPIAT in the same environment as previous testing, utilizing the final STP. The GPIAT will be a complete end-to-end test using the DEERS resources.

9.5.3. The contractor shall develop and maintain a tracking and resolution matrix to identify and communicate issues surfacing during the GPIAT phase. A Testing Control Board will be accessed via Government supplied toll-free conference call. The Testing Control Board shall be convened daily on business days by the Government, 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. The contractor shall deliver the completed issue tracking and resolution matrix to the Government for review and approval.

9.5.4. 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 PEDE performance and acceptability, and an assessment of readiness to proceed to the Benchmark phase.

9.6. Benchmark Testing: The contractor shall participate in benchmark testing. Testing will begin **X** working days following completion of the Government Pre-Implementation Acceptance Testing (GPIAT) and will continue for not more than **XX** working days from commencement of the Benchmark test phase. Pre-implementation activities performed by the Government and contractor will be completed prior to Benchmark testing.

9.6.1. The contractor shall work in conjunction with the Government to develop and provide data and scenarios to be used during Benchmark Testing.

9.6.2. The contractor shall develop and maintain a tracking and resolution matrix to identify and communicate issues surfacing during the Benchmark Test. A Testing Control Board will be accessed via Government supplied toll-free conference call. The Testing Control Board shall be convened daily on business days by the Government, and will include development and testing representatives from the Government and contractors to evaluate, recommend, and approve corrective actions. The contractor shall deliver the completed issue tracking and resolution matrix to the Government for review no later than 4 working days following completion of each Benchmark Test.

9.6.3. Within **X** days after the close of the Benchmark test period, the contractor shall submit to the Government for approval a Certification of Operability.

9.7. PEDE shall be activated and operational 30 days prior to a TMA specified date. This activation shall include Government and contractor hardware and software components.

9.8. After the Certification of Operability has been issued by the Government, in the case of changes to PEDE, as directed by the TMA contracting officer, that affect the values of data elements being reported to the contractor AIS, the following schedule will apply:

9.8.1. The subject change(s) shall be submitted to contractor at least 90 working days prior to the planned implementation date of the change(s) to allow for analysis, testing and implementation of the change(s) to the production system.

9.8.2. The Government will have the requested change(s) installed in a test environment no later than 30 working days prior to the planned implementation date.

9.8.3. No later than 30 work days prior to the planned implementation date, the contractor shall notify the Government in writing of any necessary corrections or acceptance of the system modification.

9.9. 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, MS Word, MS Excel, MS Powerpoint, MS Project, 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.