

## DEFENSE MANPOWER DATA CENTER (DMDC) SUPPORT

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### 1.0. DEFENSE MANPOWER DATA CENTER (DMDC) SUPPORT

DMDC Support Services are provided by the Defense Enrollment Eligibility Reporting System (DEERS) Support Center and the DMDC Support Office (DSO). The DEERS Support Center provides 24 hour a day, seven days a week global support for DEERS/Military Health System (MHS) system problems that may arise. The DSO researches and resolves personnel or person discrepancies and corrects enrollment records. Information on contacting, as well as reporting issues to the DEERS Support Center can be found in the T-NEX Problem Resolution Guide.

### 2.0. DMDC SUPPORT OFFICE (DSO)

#### 2.1. Contractor Obligations

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

- 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.
- Contractors will forward the names, Social Security Numbers (SSNs), telephone numbers, and e-mail addresses of their region's designated primary and backup Points of Contact (POC) via password protected or encrypted e-mail to the DSO POC at [dso.tma@osd.pentagon.mil](mailto:dso.tma@osd.pentagon.mil) and the TRICARE Management Activity (TMA) Program Manager. 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. For those contractors with more than one region, a single e-mail identifying the POC by region is sufficient.
- Contractors will forward updates to the DSO via password protected or 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.
- Individuals who contact the DSO 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. The Help Desk will not modify the Approved List without supporting e-mail 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 POC will be asked to coordinate their issues with their designated POC.
- 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 TRICARE Correction Requests shall be checked for accuracy by the designated POCs prior to submission to DSO.
- All updates to DEERS Online Enrollment System (DOES) must be tested by the Managed Care Support Contractor (MCSC)/Uniformed Services Family Health Plan (USFHP) provider and, if operable, installed and used. DEERS will only support the current and prior release of the DOES application.

**NOTE:** 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/USFHP contractor

### 3.0. REPORTING ISSUES TO DSO

**3.1.** The DSO is responsible for researching and resolving personnel or person discrepancies and correcting enrollment records. The contractor is responsible for establishing designated POC with the DSO, and the DSO will only accept issues submitted by these POCs. The contractor must have a quality control process in place. The POCs are responsible for reviewing all DSO requests for accuracy and necessity prior to submission in order to ensure that requests include sufficient information to clearly identify the problem. Any request that is not clear or complete will be returned to the contractor with a "Note to

Contractor" identifying information or clarification needed and a request to resubmit the request with the information required.

### 3.2. Reporting Discrepancies And Corrections To Health Care Delivery Program (HCDP) Enrollments

Problems or requests that are related to personnel or person discrepancies should be reported directly to DSO via **DSO Web Request (DWR) application (formerly referred to as the DMDC Medical Interface (DMI))**, a web-based on-line system. Any issue that affects the beneficiary's immediate medical care should be indicated as "1-urgent". Any issue that impacts 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.

- 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 **Date of Birth (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. These types of requests should follow the TRICARE Correction Request procedures outlined below:

- Contractors must make reasonable efforts to internally resolve any issue prior to use of the DSO support services. **The contractors should perform all actions to the extent possible in DOES 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.
- Requests submitted **through DWR** with inadequate information will **be returned to the contractor for additional information.**
- All requests must be submitted in accordance with the guidelines provided in the User's Guide. The request must be submitted using the **DWR** located at: <https://www.dmdc.osd.mil/tma>.
- All correction requests must include the POCs name and telephone number. The **DSO** analyst may contact the POC via telephone, if there is a question regarding the request.
- The status of the request may be viewed **by the contractor** at any time. Completion of the request can be verified by accessing the request through the Main Menu and selecting View Request Status.
- All requests will be handled **on a priority basis**, but the volume of requests **directly impact** the response time. Note: Only those issues that affect the beneficiary's immediate care should be marked as urgent - Category 1.

