



DEFENSE
HEALTH AGENCY

HPOB

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS
16401 EAST CENTRETECH PARKWAY
AURORA, CO 80011-9066**

**CHANGE 171
6010.56-M
FEBRUARY 19, 2016**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
TRICARE OPERATIONS MANUAL (TOM), FEBRUARY 2008**

The Defense Health Agency has authorized the following addition(s)/revision(s).

CHANGE TITLE: PERSONNEL SECURITY AUTOMATED DATA PROCESSING/INFORMATION TECHNOLOGY

CONREQ: 16977

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): This change will require Department of Defense components, including Contractors, to comply with the transition to electronic submission of Personnel Security Investigations.

EFFECTIVE DATE: March 21, 2016.

IMPLEMENTATION DATE: March 21, 2016.

This change is made in conjunction with Feb 2008 TSM, Change No. 83.

ARENDALE.JOHN.LOUIS.II.1150775368
HN.LOUIS.II.1150775368
50775368
Digitally signed by
ARENDALE JOHN LOUIS II 1150775368
DN: c=US, o=U.S. Government, ou=DoD,
ou=PKI, ou=TMA,
cn=ARENDALE JOHN LOUIS II 1150775
368
Date: 2016.02.16 08:42:46 -0700

**John L. Arendale
Section Chief, Health Plan
Operations Branch (HPOB)
Defense Health Agency (DHA)**

**ATTACHMENT(S): 2 PAGES
DISTRIBUTION: 6010.56-M**

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, FILE THIS TRANSMITTAL WITH BASIC DOCUMENT.

CHANGE 171
6010.56-M
FEBRUARY 19, 2016

REMOVE PAGE(S)

CHAPTER 1

Section 5, pages 13 - 15

INSERT PAGE(S)

Section 5, pages 13 and 14

4.4 Other Disclosures

Requests for disclosures in situations not specified above shall be made only with the written approval of OGC or the DHA Privacy Office.

5.0 E-GOVERNMENT ACT, PRIVACY IMPACT ASSESSMENT (PIA)

Contractors are responsible for the employment of practices that satisfy the requirements and regulations of the E-Government Act of 2002 (Public Law 107-347, 44 USC 3501 note); the E-Government Memorandum 03-22 (September 26, 2003).

6.0 HIPAA

See [Chapter 19, Section 3](#), and the TSM, [Chapter 1, Section 1.1](#).

7.0 FEDERAL NON-DISCRIMINATION LAWS

7.1 Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color or national origin, be excluded from participation under any program or activity receiving federal financial assistance. In addition, Section 1557 of the Patient Protection and Affordable Care Act (ACA) prohibits discrimination on the ground of race, color, national origin, sex, age, or disability under any health program or activity administered by an Executive agency. These federal laws apply to TRICARE and DHA, including the managed care support and ancillary services provided under TRICARE/DHA contracts. Hospitals, Skilled Nursing Facilities (SNFs), Residential Treatment Centers (RTCs), and special treatment facilities determined to be authorized providers under TRICARE are subject to the provisions of Title VI and Section 1557.

7.2 Investigating complaints of noncompliance is a function of the DHA. Any discrimination complaints involving Title VI or ACA Section 1557 that are received by contractors shall be sent to DHA OGC, 16401 East Centretch Parkway, Aurora, Colorado 80011-9066.

7.3 Contractors must comply with Section 504 of the Rehabilitation Act of 1973 as amended regarding qualified handicapped individuals. Any discrimination complaints involving Section 504 that are received by contractors shall be forwarded to DHA OGC within two working days of receipt.

8.0 WORKFORCE TRAINING

8.1 Workforce training is required in accordance with federally mandated statutory requirements for the following programs:

- Privacy Act (including DoD breach response)
- HIPAA Privacy, Security, Breach, and Enforcement Rules

8.2 Training and communication(s) related to privacy, security, and breach must be job specific and commensurate with a workforce member's responsibilities. Training is required for system testing as well as ordinary system access if testing would involve PII/PHI access. Using the training modules developed by the contractor, each new member of the workforce shall be trained before having access to PHI and in any event within 30 work days of starting work.

8.3 At a minimum, workforce training shall include the following:

8.3.1 Orientation Training

Orientation training provides personnel with a basic understanding of Privacy Act and HIPAA requirements, as applicable to the trainee's job performance. The training shall be provided to all personnel responsible for functions involving access to PII/PHI, and shall be a prerequisite to accessing such information.

8.3.2 Role-Based Training

Where a job category requires access to PII/PHI, the contractor shall ensure that role based training is available where needed to enhance general orientation training.

8.3.3 Management Training

Management training provides managers and decision-makers information that shall be taken into account when making management decisions affecting compliance with Privacy Act and HIPAA requirements. Personnel responsible for these management decisions should receive management training on privacy compliance when they first enter management positions.

8.4 Records Managers

Training on PII/PHI breach response requirements will be included in the DHA Annual Records Management (RM) Training for contractor RM personnel under [Chapter 2, Section 1, paragraph 3.1.3](#). Electronic and hard copies of the RM breach training slide deck will be provided to contractors for use in developing their own training modules for non-RM personnel. In addition, records managers must receive Privacy Act SOR training in conjunction with their RM training.

8.5 Refresher Training and Retraining

Contractors shall ensure employees and managers are continually aware of their responsibilities through the completion of annual refresher training. Refresher training demonstrates the importance of privacy requirements, and ensures that the workforce continues to understand current requirements. Retraining must be provided to inform workforce members whose functions are affected by changes in applicable rules, policies and procedures. Refresher training and retraining must be completed within 30 work days of when assigned.

8.6 Documentation

Contractors shall maintain electronic records or other documentation of the completion of all training by each contractor, subcontractor and/or workforce member. Documentation shall include a signature or electronic signature or other satisfactory evidence for each trainee, verifying completion and date of the training and understanding of its pertinence to his or her position. Records of the completion of training shall be provided to the DHA Privacy Office if requested. These records are subject to review by government officials during audits, reviews and inspections.

- END -