CHAPTER 3
ADDENDUM F

NATIONAL ENROLLMENT DATABASE (DOES) TRAINING

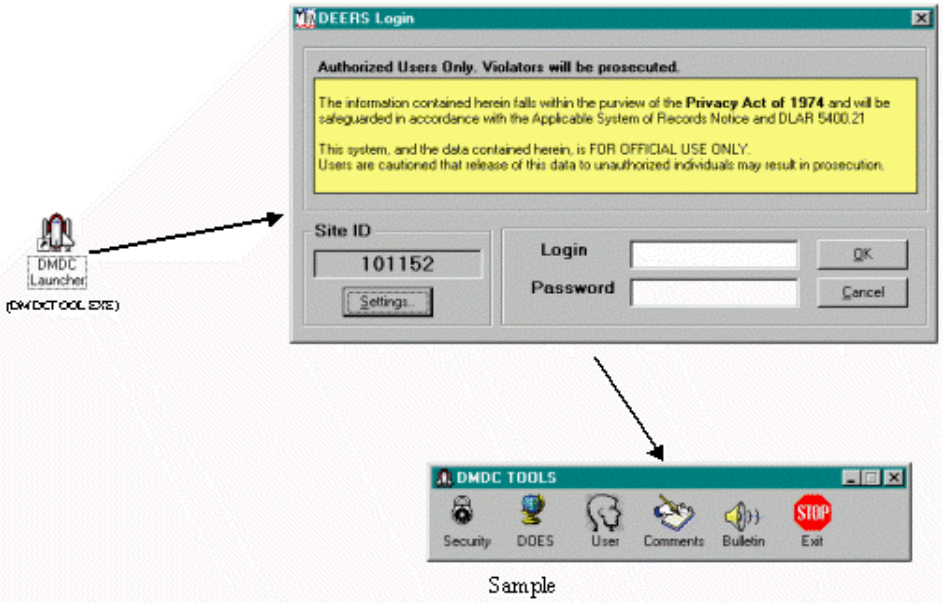
National Enrollment Database
DOES Training

June 2001

Note: All DOES screens are subject to change based on requirements in support of HIPAA legislation and new business requirements

1

DMDC Launcher Application

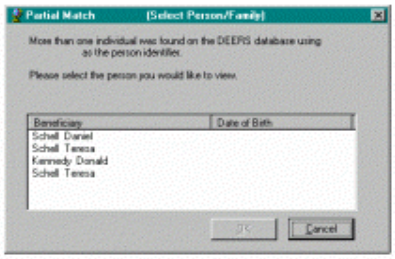


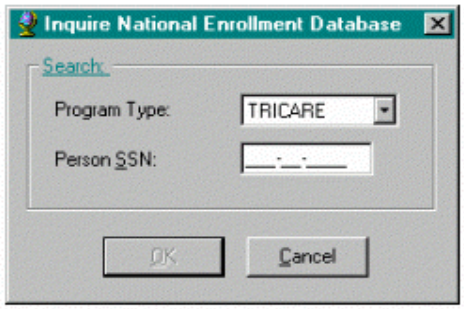
Sample

2

DOES - Inquiry

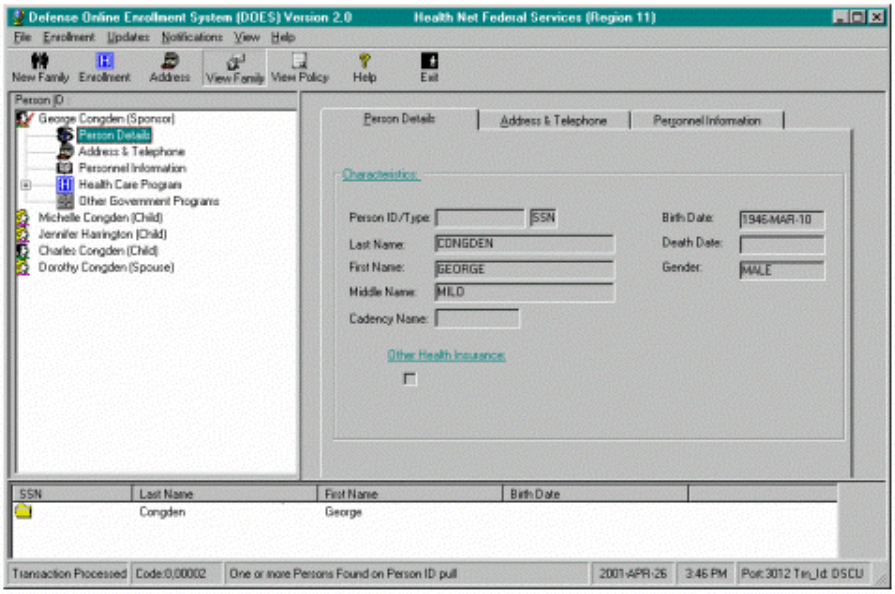
- By Social Security Number
- Duplicate SSNs receive Partial Match
- DOES will note SSNs that have changed
- DOES will note SSNs that are not the sponsor's





Sample 3

DOES Main Screen



Sample

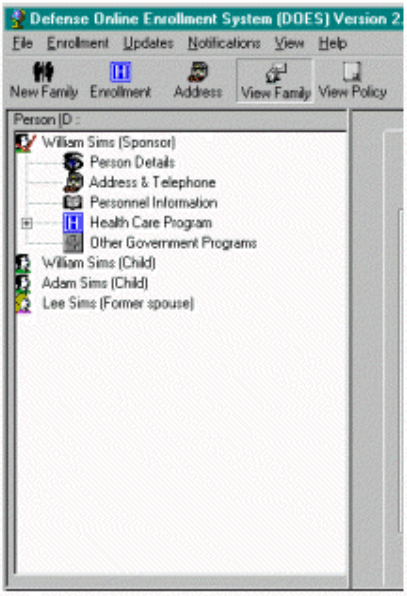
4

DOES Main Screen

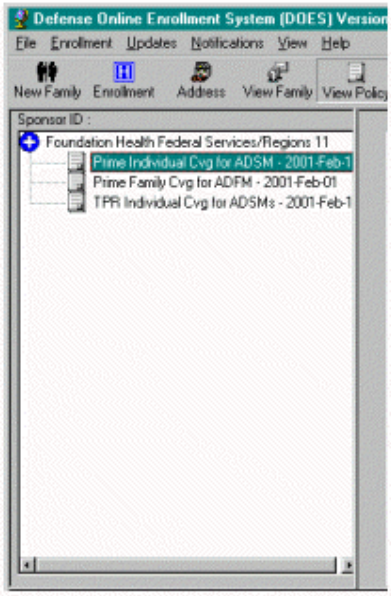
- Person Details
- Address & Telephone
- Personnel Information
- Coverage Details
- Eligible Plans
- Other Government Programs
- Policy Details

5

Two Tree Views



Family View

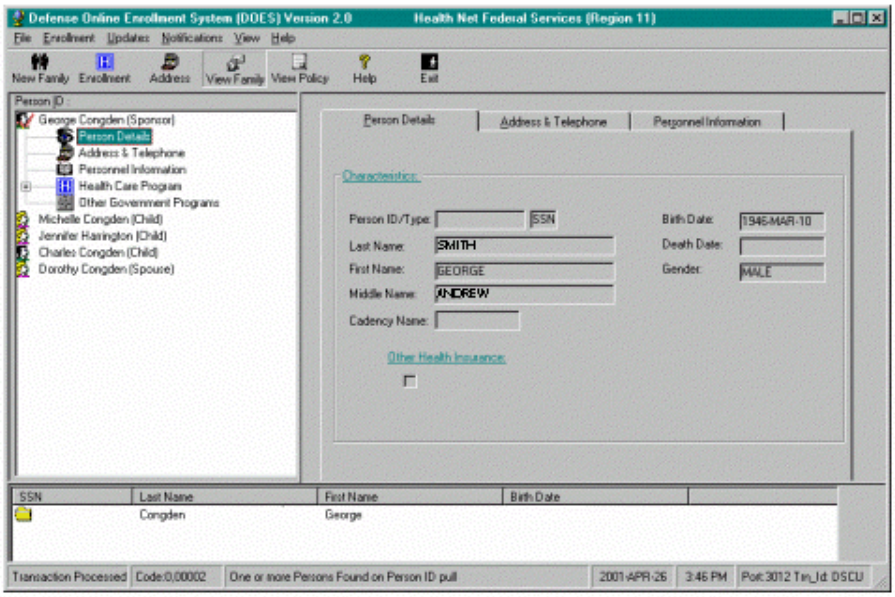


Policy View

Sample

6

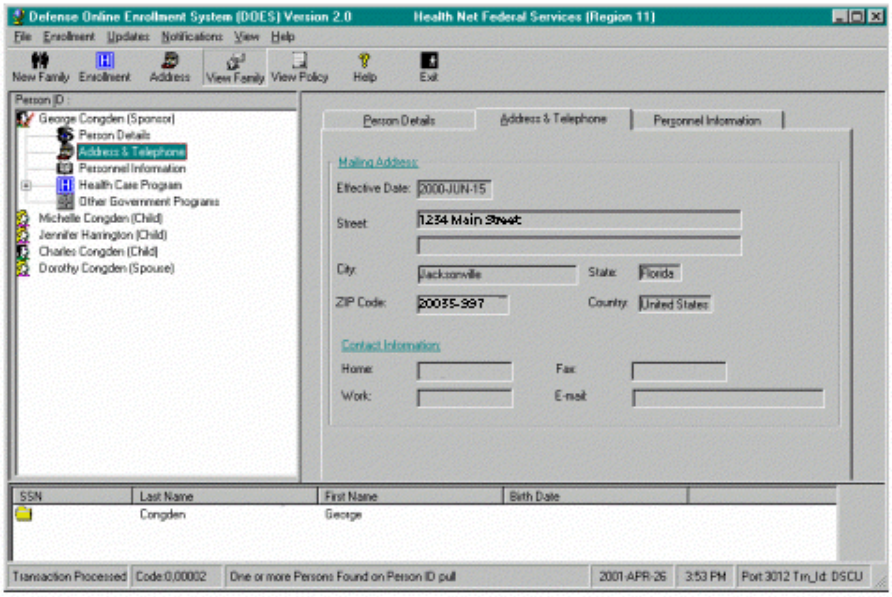
Person Details



Sample

7

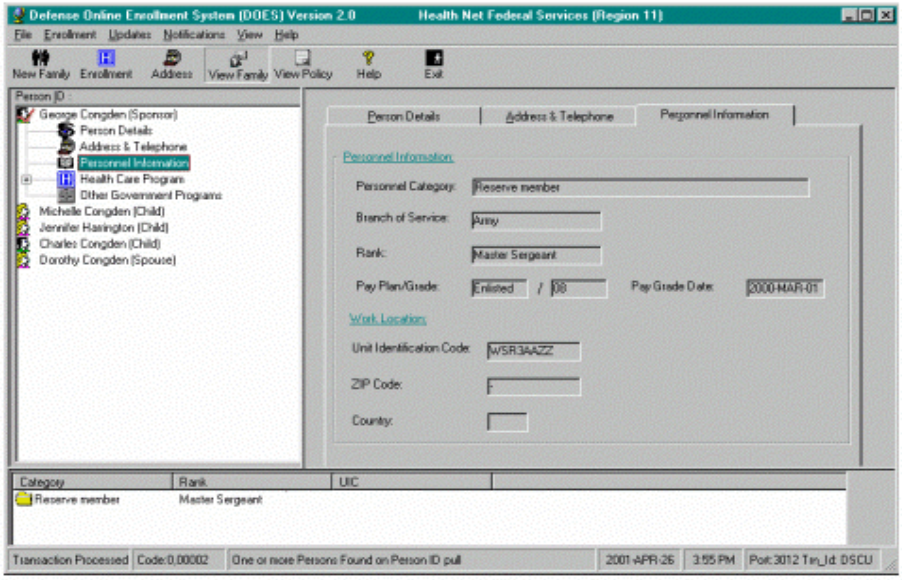
Address & Telephone



Sample

8

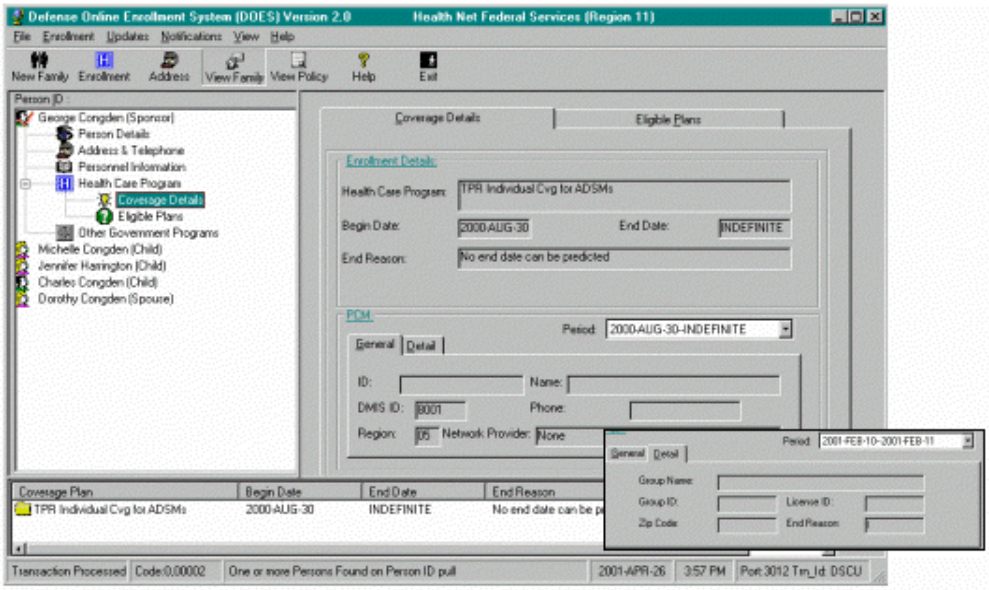
Personnel Information



Sample

9

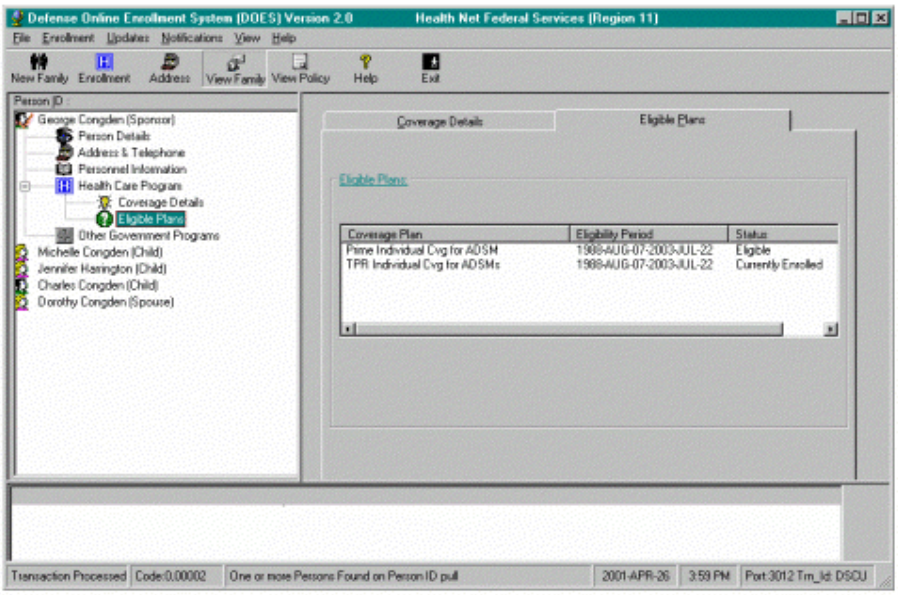
Coverage Details



Sample

10

Eligible Plans



Sample

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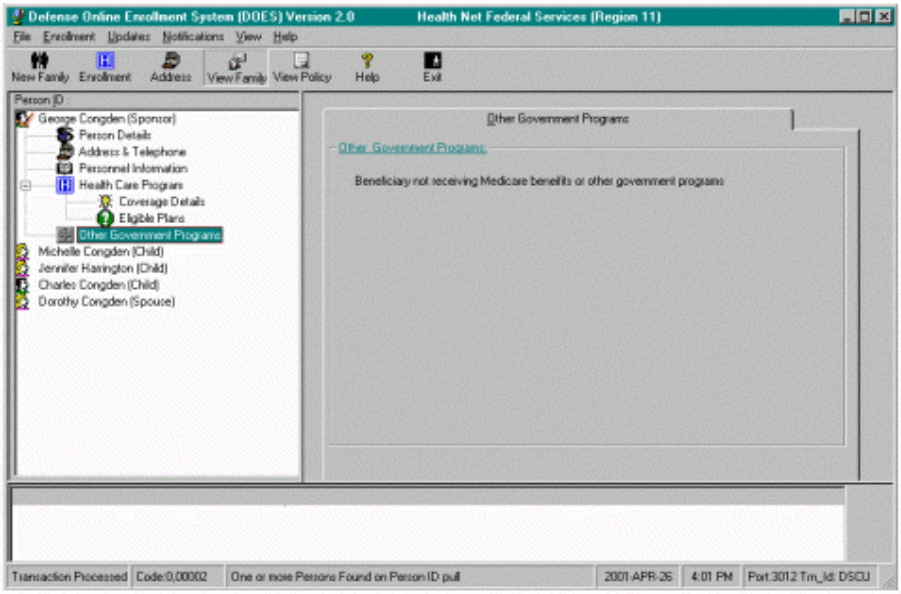
Other Government Programs



Sample

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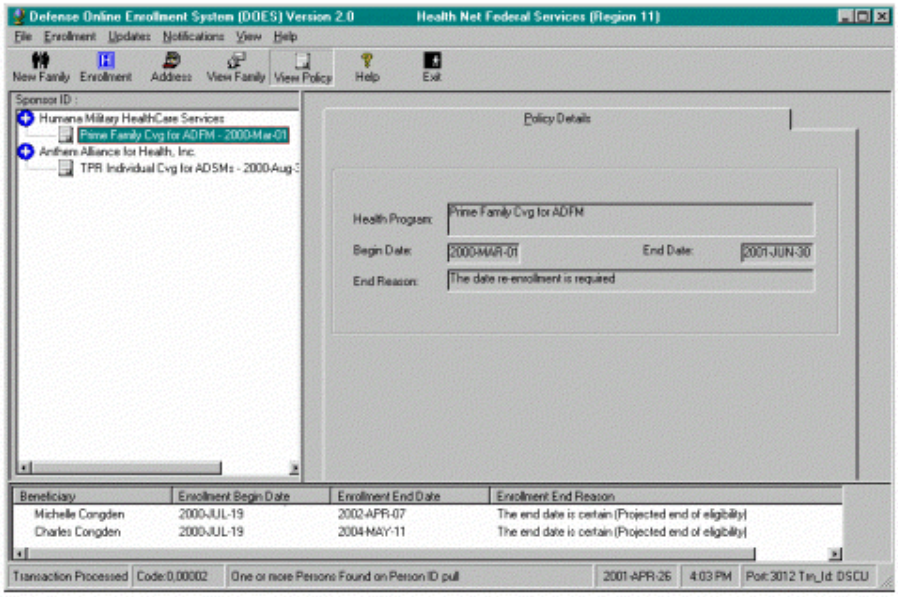
Policy Details



Sample

13

Functionality Overview

Inquiry

Enrollment Process
- Address Update
- Enrollment Main
- PCM Assignment
- Policy - Fee Update

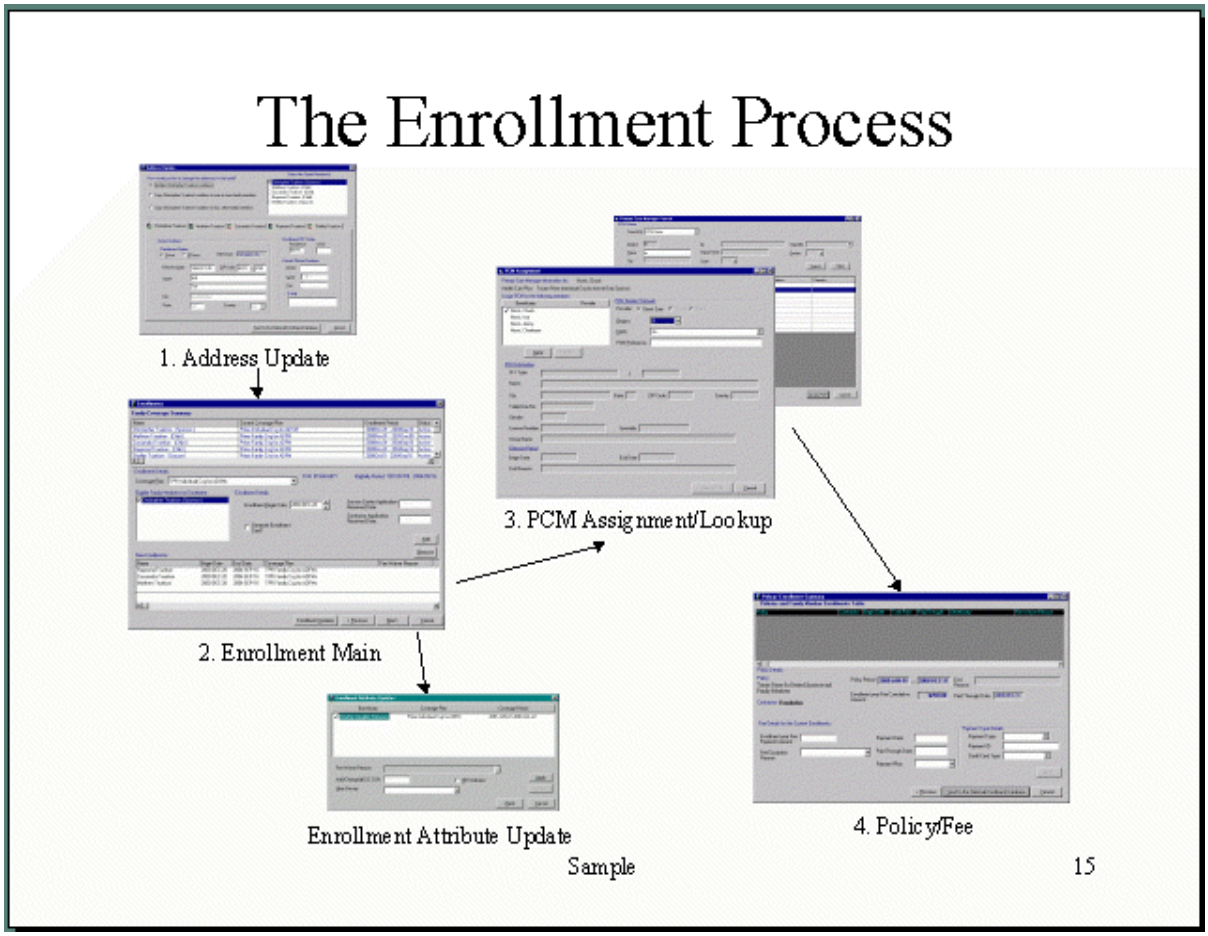
Disenrollment

Enrollment Modifications

Transfer Enrollment
- Address Update
- Enrollment Main
- PCM Assignment
- Policy - Fee Update

Cancel Events
- Enrollment
- Disenrollment

- Address Update
- PCM Change
- PCM Cancellation
- PCM Modification
- TRICARE ID Card Request
- Enrollment Attribute Update
- PCM Assignment
  - PCM Assignment
  - PCM Search
- Notification Request


The Enrollment Process
1. Address Update
2. Enrollment Main
3. PCM Assignment/Lookup
4. Policy/Fee
Enrollment Attribute Update
Sample
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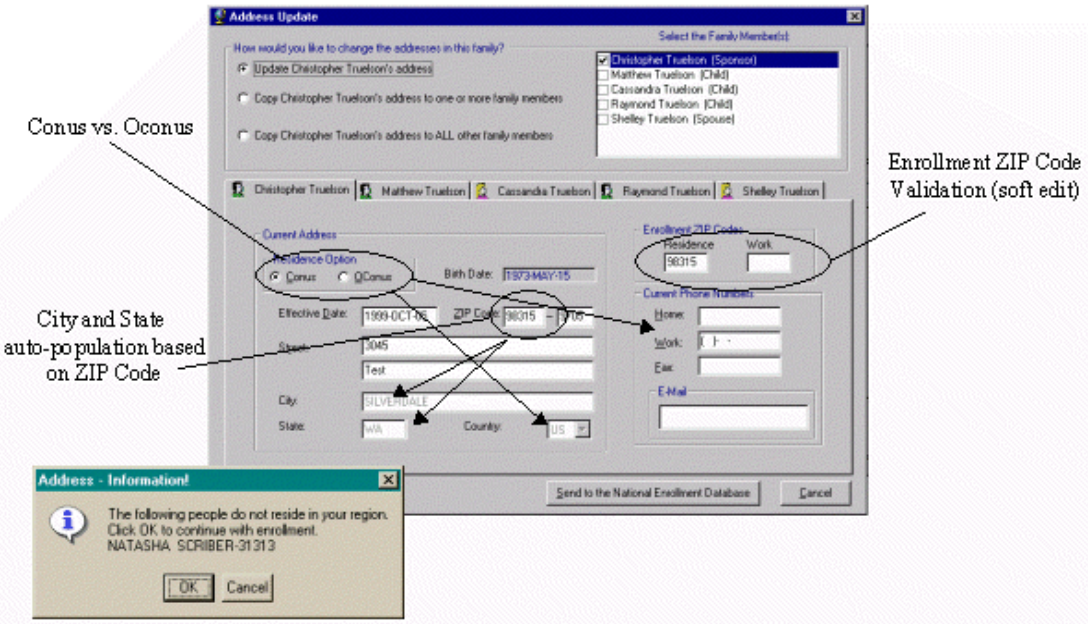
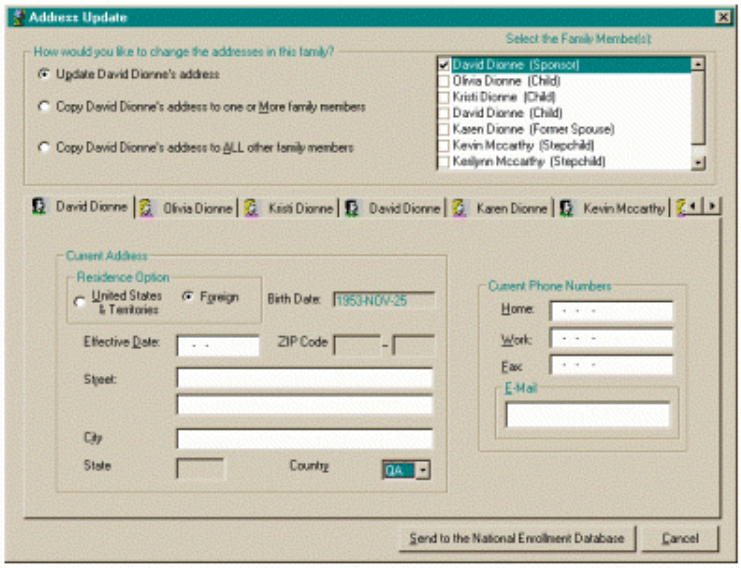
Address Update



Sample

16

Address Update - OCONUS



Sample

17

Enrollment Main

Enrollments

Family Coverage Summary:

Beneficiary	Current Coverage Plan	Enrollment Period	Status
George Congden (Sponsor)	TPR Individual Cvg for ADSMs	2000Aug30 - Indefinite	Active
Michelle Congden (Child)	Prime Family Cvg for ADFM	2000Jul19 - 2002Apr07	Active
Jennifer Harrington (Child)	<No enrollment history>		
Charles Congden (Child)	Prime Family Cvg for ADFM	2000Jul19 - 2004May11	Active
Dorothy Congden (Spouse)	<No enrollment history>		

Enrollment Details:

Coverage Plan: Prime Individual Cvg for ADFM

Dorothy Congden (Spouse) SSN:
Eligibility Period: 1988-AUG-07 - 2003-JUL-22

Eligible Family Members for Enrollment:

Dorothy Congden (Spouse) - Invalid Zip

Enrollment Date Details:

Enrollment Begin Date: 2001-JUN-01

Service Center Application Received Date:

Generate Enrollment Card?

Contractor Application Received Date:

Add

Remove

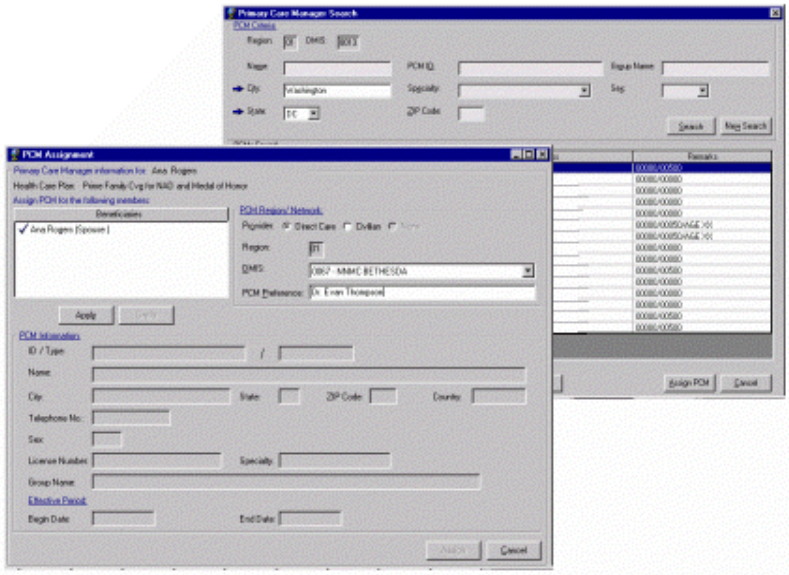
New Enrollments:

Beneficiary	Begin Date	End Date	Coverage Plan	PCM Status

Enrollment Attribute Updates | < Previous | Next > | Cancel

Sample 18

PCM Assignment



Sample

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Policy/Fee

Policy/Enrollment Summary

Policies and Family Member Enrollments Table:

Policy	Beneficiary	Fee Waiver Reason
Prime Individual Cvg for NAD and Medal of Honor 2001-Jun-01 - 2002-May-31(1)	Kevin Latuch (SPONSOR)	

Policy Details:

Policy: **Prime Individual Cvg for NAD and Medal of Honor**

Contractor: **Foundation Health Federal Services/Regions 11**

Policy Period: 2001-JUN-01 — 2002-MAY-31

End Reason:

Enrollment year Fee Cumulative Amount:

Paid Through Date:

Fee Details for the Current Enrollments:

Enrollment year Fee Payment Amount: $100.00

Exception Reason: M-Multiple fee waivers in family

Payment Date: - -

Paid Through Date: - -

Payment Plan:

Payment Type Details

Payment Type:

Payment ID:

Credit Card Type:

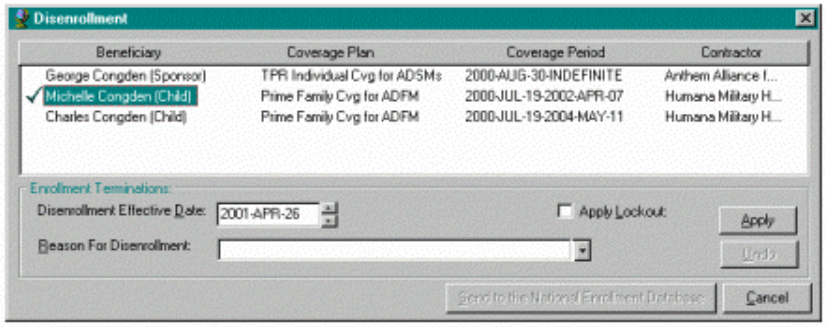
Apply

< Previous | Send to the National Enrollment Database | Cancel

Sample

20

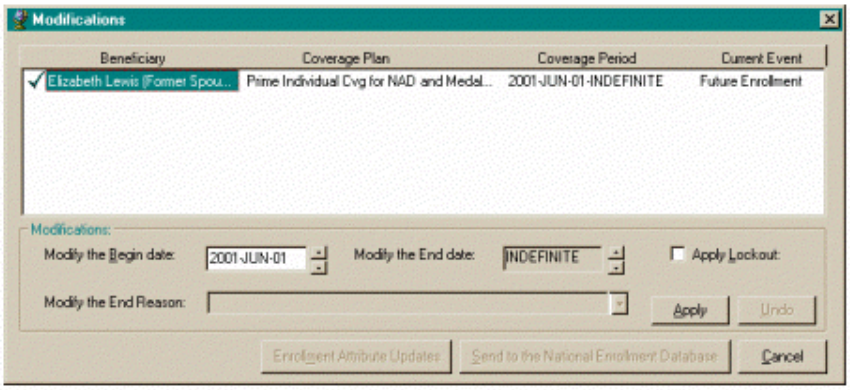
Disenrollment



Sample

21

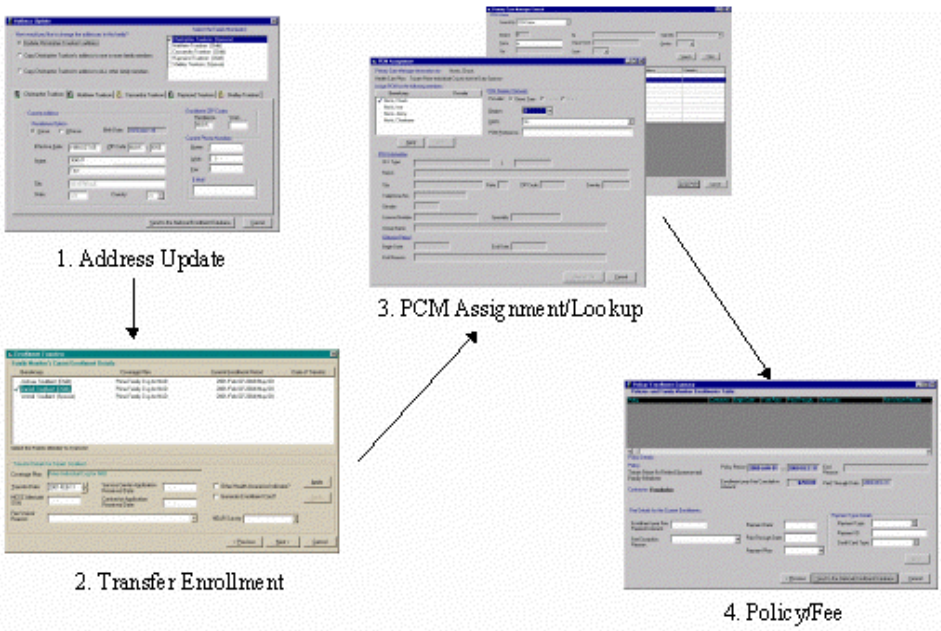
Enrollment Modifications



Sample

22

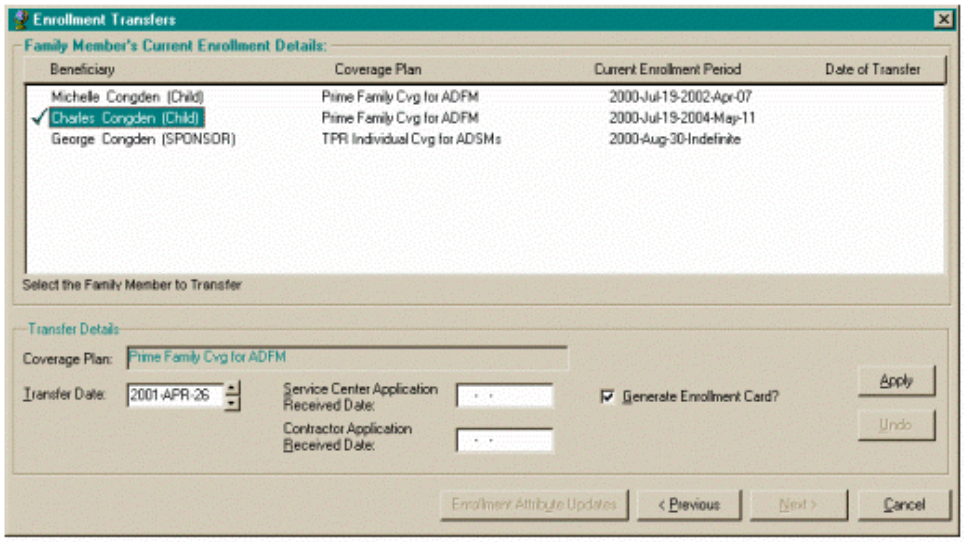
The Transfer Enrollment Process



Sample

23

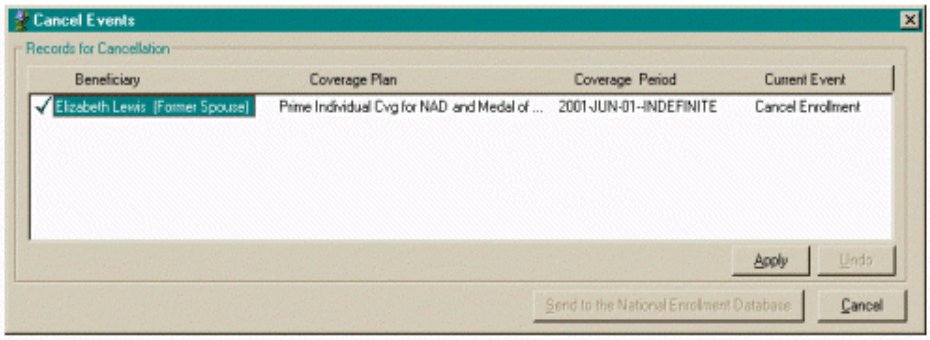
Transfer Enrollment



Sample

24

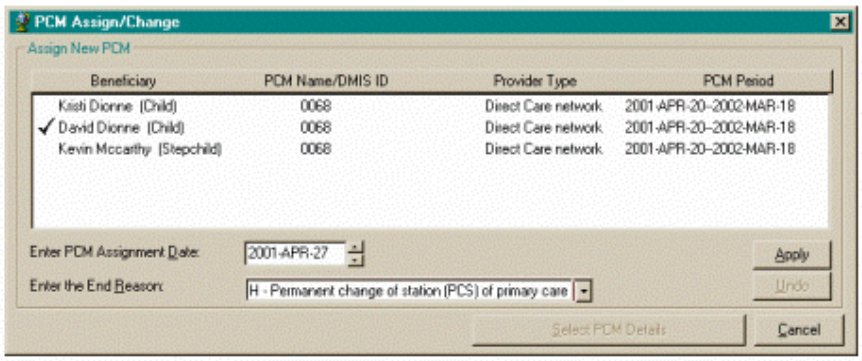
Cancel Events



Sample

25

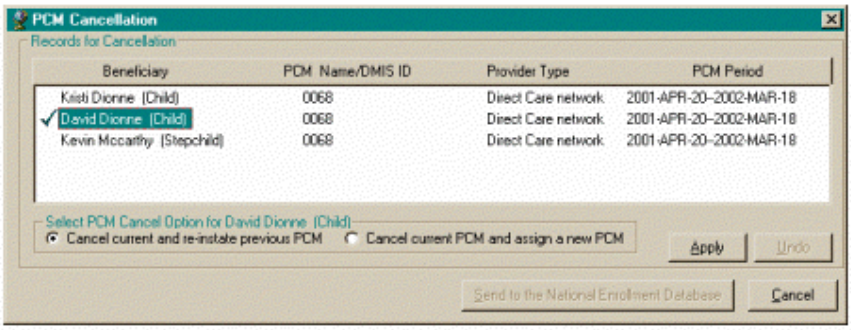
PCM Assign/Change



Sample

26

PCM Cancellation



Sample

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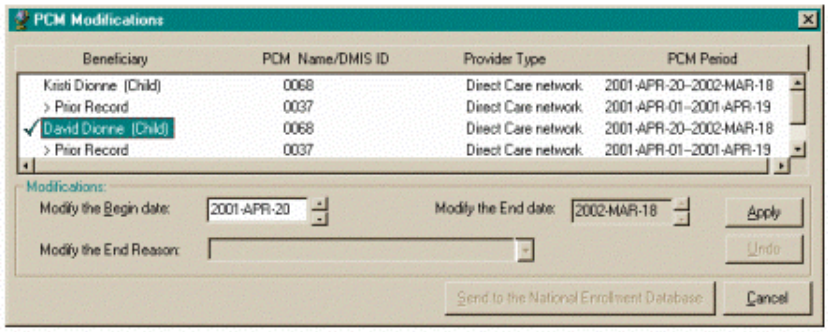
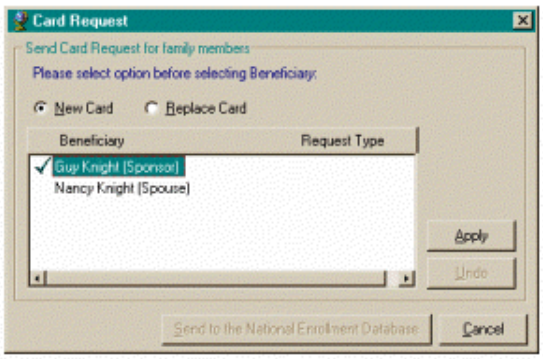
PCM Modification



Sample

28

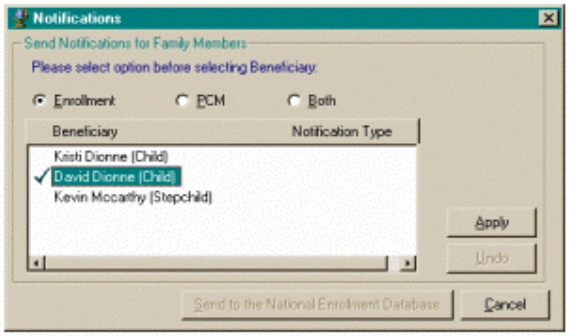
Card Request



Sample

29

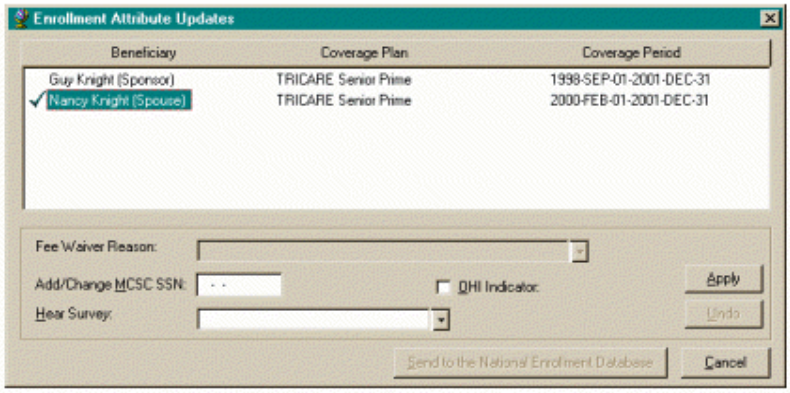
Notifications



Sample

30

Enrollment Attribute Updates



Sample

31

PCM Assignment

- Two Screens:
  - PCM Assignment
  - PCM Lookup
- Used In the Following Functions:
  - Enrollment
  - Transfer Enrollment
  - PCM Change
  - PCM Cancellation

32

DMIS Id Assignment for Enrollment with Direct Care* Network PCM

When user selects the Direct Care Network, DOES will display all Military Treatment Facility (MTF)-designated DMIS Ids/ DMIS Facility Names. The user must select the appropriate DMIS Id/DMIS Facility Name.

Optionally, the user may enter the enrollee's PCM Preference as free-form text (80 characters).

*Only MCSC and OCONUS users will have this option.

33

DMIS Id Assignment for Enrollment with Civilian* Network PCM

Regions 1, 2 and 5:

DOES will display all MCSC-designated DMIS Ids/DMIS Facility Names within the PCM Region Code. The user must select the appropriate DMIS Id/DMIS Facility Name before assigning the PCM.

All other regions:

DOES will assign the DMIS Id as follows:

- If enrolled in TRICARE Prime Remote, DOES will assign the TPR DMIS Id for the region (e.g., 7903) with the exception that region 7 will be assigned 7908 and Alaska enrollees will be assigned 7916
- If enrolled in other TRICARE plans, DOES will assign the TSCPCM DMIS Id for the region

*Only MCSC users will have this option.

34

DMIS Id Assignment for Enrollment with USFHP* Network PCM

When user selects the USHFP Network, DOES will display all USFHP-designated DMIS Ids/DMIS Facility Names. The user must select the appropriate DMIS Id/DMIS Facility Name.

*Only Designated Provider users will have this option.

35

PCM Assignment - Direct Care

PCM Assignment

Primary Care Manager information for: Ana Rogers

Health Care Plan: Prime Family Cvg for NAD and Medal of Honor

Assign PCM for the following members:

Beneficiaries

✓ Ana Rogers (Spouse)

PCM Region/ Network:

Provider: Direct Care Civilian None

Region: 01

DMIS: 0067 - NNMC BETHESDA

PCM Preference: Dr. Evan Thompson

Apply Undo

PCM Information:

ID / Type: /

Name:

City: State: ZIP Code: Country:

Telephone No.:

Sex:

License Number: Specialty:

Group Name:

Effective Period

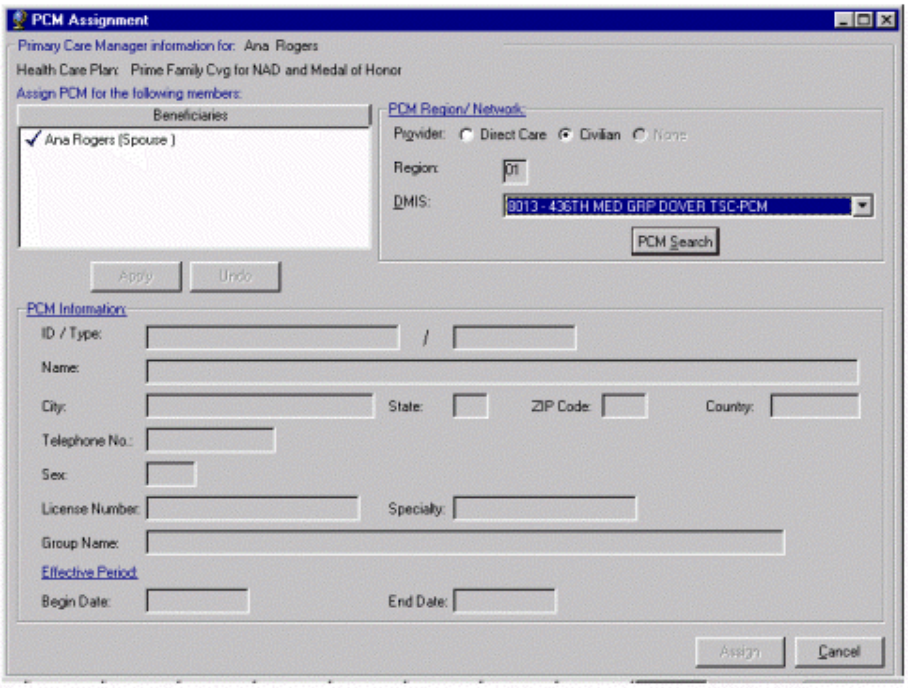
Begin Date: End Date:

Assign Cancel

Sample

36

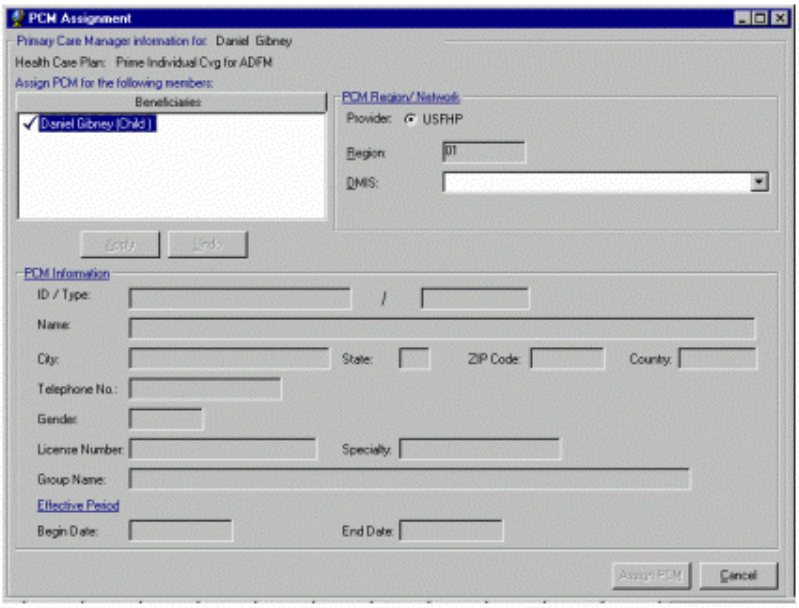
PCM Assignment - Civilian



Sample

37

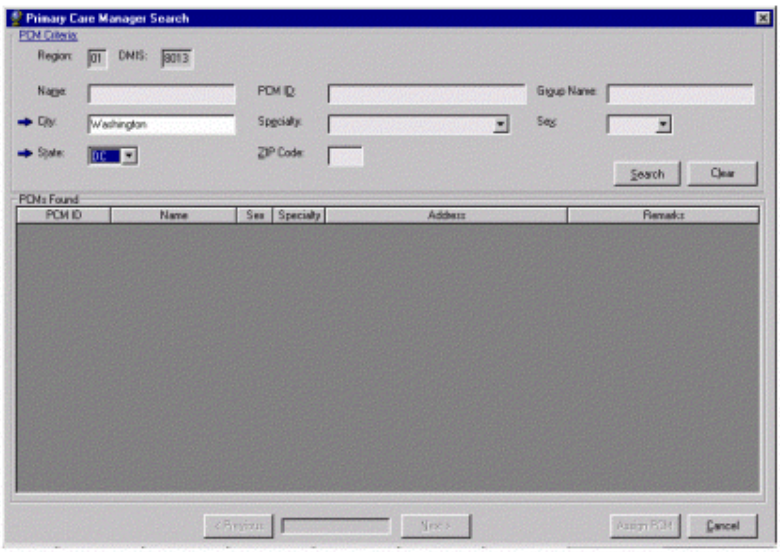
PCM Assignment - USFHP



Sample

38

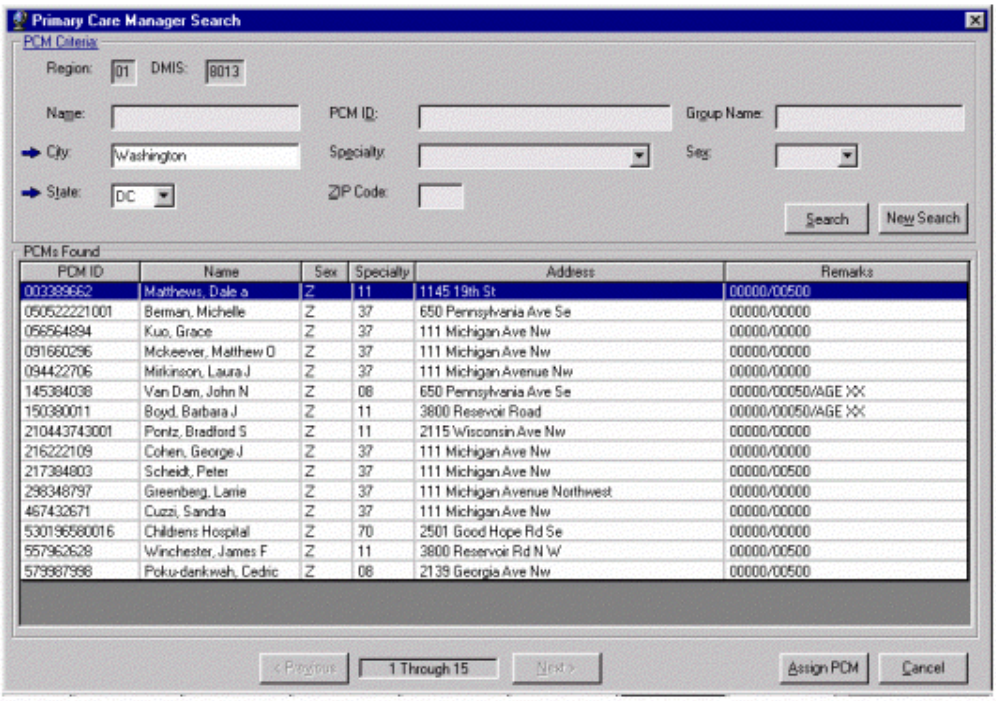
PCM Search Screen



See IOD for possible search combinations

Sample 39

PCM Search Screen - Results



Sample

40

PCM Assignment

Primary Care Manager Search

Selected PCM Details:

ID: 150380011 ID Type Code: S

Group Name: Boyd,barbara J

Name: Boyd, Barbara J

Address: 3800 Reservoir Road

City: Washington State: DC ZIP Code: 20007

Phone: (202)-687-8168-0000

License ID:

Specialty: 11 - Internal Medicine

Sex: Unknown

Show Remarks New Search

PCMs Found

PCM ID	Name	Sex	Specialty	Address	Remarks
003389662	Matthews, Dale a	Z	11	1145 19th St	00000/00500
050522221001	Berman, Michelle	Z	37		00000/00000
056564894	Kuo, Grace	Z	37		00000/00000
091660296	Mckeever, Matthew D	Z	37		00000/00000
094422706	Mitkinson, Laura J	Z	37		00000/00000
145384038	Van Dam, John N	Z	08		00000/00050/AGE XX
150380011	Boyd, Barbara J	Z	11	3800 Reservoir Road	00000/00050/AGE XX
210443743001	Pontz, Bradford S	Z	11	2115 Wisconsin Ave Nw	00000/00000
216222109	Cohen, George J	Z	37		00000/00000
217384803	Scheidt, Peter	Z	37		00000/00500
238348797	Greenberg, Lamie	Z	37		00000/00000
467432671	Cuzzi, Sandra	Z	37		00000/00000
530196580016	Childrens Hospital	Z	70		00000/00000
557962628	Winchester, James F	Z	11		00000/00500
579987998	Poku-dankwah, Cedric	Z	08		00000/00500

< Previous 1 Through 15 Next > Assign PCM Cancel

Sample 41

DOES - Quick Key Commands

- Ctrl + A = Address Update
- Ctrl + D = Disenrollment
- Ctrl + E = New Enrollment
- Ctrl + F = Open Family
- Ctrl + G = PCM Modification
- Ctrl + I = PCM Assign
- Ctrl + L = PCM Cancellation
- Ctrl + M = Change Enrollment Period
- Ctrl + N = Notification
- Ctrl + P = View Policy
- Ctrl + Q = Quit
- Ctrl + R = Cancel Event
- Ctrl + S = Card Request
- Ctrl + T = Transfer
- Ctrl + U = MCSC Update
- Ctrl + V = View Family

- F1 = Help Contents
- F2 = Search For Help On
- F4 = Combo Drop Down
- F11 = About
- Esc = Close Screen

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