

NDCSWINST 6320.5C  
03NSN  
08 March 1996

NAVDENCEN SOUTHWEST INSTRUCTION 6320.5C

Subj: DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)  
GUIDELINES

Ref: (a) NAVMEDCOMINST 6320.5B

Encl: (1) Command DEERS Access procedures  
(2) NAVPERS 1750/21, Request Database Access Add(s), Deletions(s) or Change(s)

1. Purpose. To establish procedures for obtaining access to the DEERS database and for accurate and timely verification checks on all "Non-Active Duty" eligible beneficiaries of Naval Dental Center Southwest following reference (a).

2. Cancellation. NAVDENCLINICINST 6320.5B.

3. Background. The Defense Enrollment Eligibility Reporting System (DEERS) is a computer based collection and processing system designed to verify the eligibility of all beneficiaries utilizing the services of the Naval Dental Center Southwest. Eligible personnel entitled to Uniform service Benefits include: Active duty members, retirees, dependents and survivors of the United States Army, Navy, Marine Corps, Air Force, Coast Guard, Commissioned Corps of the Public Health Service, and the Commissioned Corps of the National Oceanic and Atmospheric Administration. DEERS has a C-2 (Discretionary Protection, Level 2) security system. This requires commands accessing the DEERS database, by any method, to designate a DEERS Site Security Manager and to register all authorized users with DEERS. This includes access via the 800-telephone number to the DEERS Telephone Eligibility Center, or via the Real-time Automated Personnel Identification System computer terminals.

4. Responsibilities

a. Command DEERS Security Manager. The Senior Enlisted Leader, Branch Dental Clinic Naval Station is designated as the DEERS Site Security Manager and shall be appointed in writing by the Commanding Officer. The manager authorizes and monitors access to DEERS by users within the command and provides a vital access to DEERS by users within the command and provides a vital security link by ensuring that security measures required by the Privacy Act and other Navy regulations are enforced. Other responsibilities include receipt and distribution of the new user identification (ID) codes distributed quarterly by DEERS, and timely submission of required reports to higher authority.

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b. Branch Senior Enlisted Leaders (SEL) shall familiarize themselves with this instruction and references (a) and (b). Additionally, they shall ensure the integrity of the DEERS Security System at their site, utilizing enclosure (1) as a guide. They shall make changes to the authorized user inventory as necessary by completing enclosure (2) and forwarding it to the Command DEERS Security Manager for processing.

c. Authorized Users: Only persons in possession of an authorized ID Code may access the DEERS database. Notify the DEERS Site Security Manager immediately, via chain of command, if a code is compromised.

5. Action

a. Eligibility checks shall be performed at Dental Treatment Facilities with these initial priorities: (1) to determine whether the beneficiary is enrolled, (2) to identify any error on the data base, (3) to confirm beneficiary eligibility, (4) to check eligibility for Tri-Care Family Member Dental Plan. Other branch clinics without Composite Healthcare System capabilities are urged to use the dedicated phone line (1-800-337-9991) to the DEERS Telephone Eligibility Center in Monterey, California for queries, and (5) to check panoral duplication status.

b. Active duty members in possession of a valid ID card are exempted from DEERS eligibility verification checking at DTF's.

c. Dependents shall have a DEERS eligibility verification check conducted upon presentation for evaluation or treatment. This DEERS eligibility shall be considered valid for 30 days if, when the check is conducted, the period of eligibility extends beyond 30 days. A 30-day period eligibility check may be accomplished by computer terminal or over the phone.

d. Checks on retired members are valid for one year.

e. If the patient is enrolled but there are errors, or if the patient is not enrolled, the sponsor must proceed to the nearest Personnel Support Detachment office to update DD Form 1172.

f. Each branch clinic is required to comply with reference (b) in documenting dates and results of each inquiry on the SF 603.

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g. Any difficulties in verification procedures will be brought to the attention of Electronic Data Systems (EDS) via the DEERS Computer Center, 2150 Garden Road, Monterey, California, telephone number 1-800-538-9522. DEERS checks are closely monitored and those clinics failing to meet the minimum requirements will be notified officially in writing of non-compliance.

R. C. MELENDEZ

Distribution:  
List I, Case 1, 3

COMMAND DEERS ACCESS PROCEDURES

1. Introduction. In order to gain access to the Defense Enrollment Eligibility Reporting System (DEERS) data base, commands must have a Site Identification (ID) number, and User ID codes and passwords. These three unique codes are used to improve security and enhance integrity of the DEERS Security Maintenance Officer.

2. Definitions

a. Site Identification (ID). This is a unique six-digit code assigned to each DEERS user command on a permanent basis to provide identification of the command accessing the DEERS database.

b. User ID Codes. This is a unique seven character (1 letter and 6 digits) code assigned permanently to individuals authorized access to the DEERS database.

3. Requesting DEERS Access Codes

a. Site ID. This code is obtained by removing and submitting Appendix A, NAVPERS 1750/20 (10-86). DEERS Site ID Request. Complete the command portion. Mail to Bureau of Naval Personnel, 2 Navy Annex, Washington, DC 20370 with a list of prospective users on NAVPERS 1750/21 (10-86), Request for DEERS Data Base Access Add(s), Deletion(s), or Change (s).

b. User ID Codes

(1) Initial User ID Codes are obtained by mailing a NAVPERS 1750/21 with a NAVPERS 1750/20 as indicated in paragraph 3a(1) above.

(2) Subsequent changes of command authorized users of the DEERS data base are reported to the contractor Security Maintenance Officer by forwarding a NAVPERS 1750/21. The command DEERS Site Security Manager is responsible for ensuring the accuracy and currency of the information pertaining to command users on a continuing basis. Always include the assigned six digits Site ID when submitting changes of authorized users.

4. User Passwords. Passwords are forwarded quarterly by the contractor Security Maintenance Officer.

a. Passwords are mailed at least 15 days prior to the start of the new quarter. Non-receipt of codes should be reported to the contractor Security Maintenance Officer at AUTOVON 289-

Enclosure (1)

1953 or Commercial (703) 820-4850 or to the mailing address as indicated on Appendix B. The command DEERS Site Security Manager is responsible for distributing the codes to the individual authorized users.

b. Passwords are specific use by individuals concerned only. They are not to be provided to customers or other commands. Information concerning disclosure and use of passwords is transmitted in initial use correspondence and in letters forwarding the quarterly changes.

5. Code Comprise. In the event a security access code is compromised, it is the DEERS Site Security Manager's responsibility to contact the contractor Security Maintenance Officer (AUTOVON 289-1953 or Commercial (703) 820-4850) immediately, providing the name password, and User ID of the compromised code. Appropriate new code(s) will be issued and the DEERS Site Security Manager will be notified of the new effective date.

6. Verification Audits. Semi-annually on 1 February and 1 August, the Command DEERS Security Manager shall verify those persons authorized access to the DEERS database. The DEERS Command Security Manager will make a copy of the Quarterly User Ids and Passwords (similar to page C-2 of Appendix c) received from the contractor Security Maintenance Officer, and enter additions or deletions directly on the copy. This copy will be additions or deletions directly on the copy. This copy will be forwarded under cover letter, DEERS Authorized User ID and Password Verification (Six Month Verification), in the format of page C-1 of Appendix C, to the Security Maintenance Officer, DEERS East Coast Center, 1600 North Beauregard Street, Alexandria, VA 22311.

7. Cancellation of Site ID. When the command is decommissioned or disestablished and/or access to the DEERS database is no longer required, remove and submit NAVPERS 1750/22 (1086), DEERS Security File Deletion Letter, Appendix D, to be deleted from the DEERS Security File.

