

2010 Military Health System Conference

Identity Management

Sharing Knowledge: Achieving Breakthrough Performance

Mary Dixon, Director DMDC

Janine Groth, DEERS

January 2010



Defense Manpower Data Center, DMDC

Identity Management Agenda



- Identity Management Policy
- Identity Management Process in DoD
- SSN Reduction Implications
- Leveraging Identity Management Capabilities in the MHS
- Identity Management Collaboration with the VA
- DS Logon

Identity Management- 2 Key Questions



Do I know
that this user
is who they
say they are?

Do I have the
correct patient?

Identity Management Policy

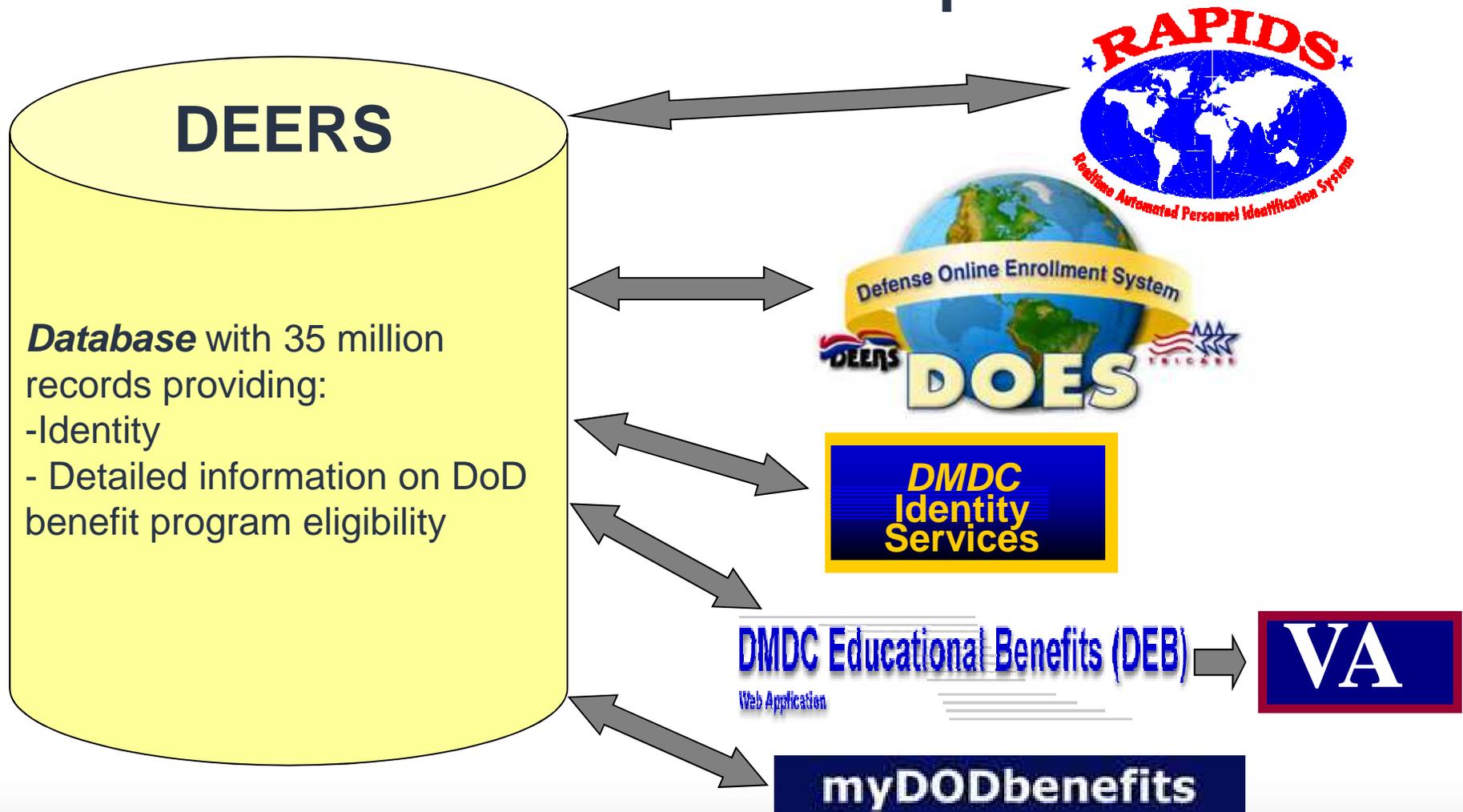


- DoD Directive 1000.25, “DoD Personnel Identity Protection Program”, 2004
 - DoD Policy that:
 - Issuance of DoD identity credentials accomplished using authentication of identity
 - DEERS shall maintain unique identifying information associated with a person to authenticate identity and affiliation of DoD credential holders
 - DEERS is the definitive centralized data repository of identity as well as enrollment and eligibility verification data for DoD components, Uniformed Services, other DoD personnel, and their eligible family members

Identity Management Process



DEERS Drives other DMDC Capabilities

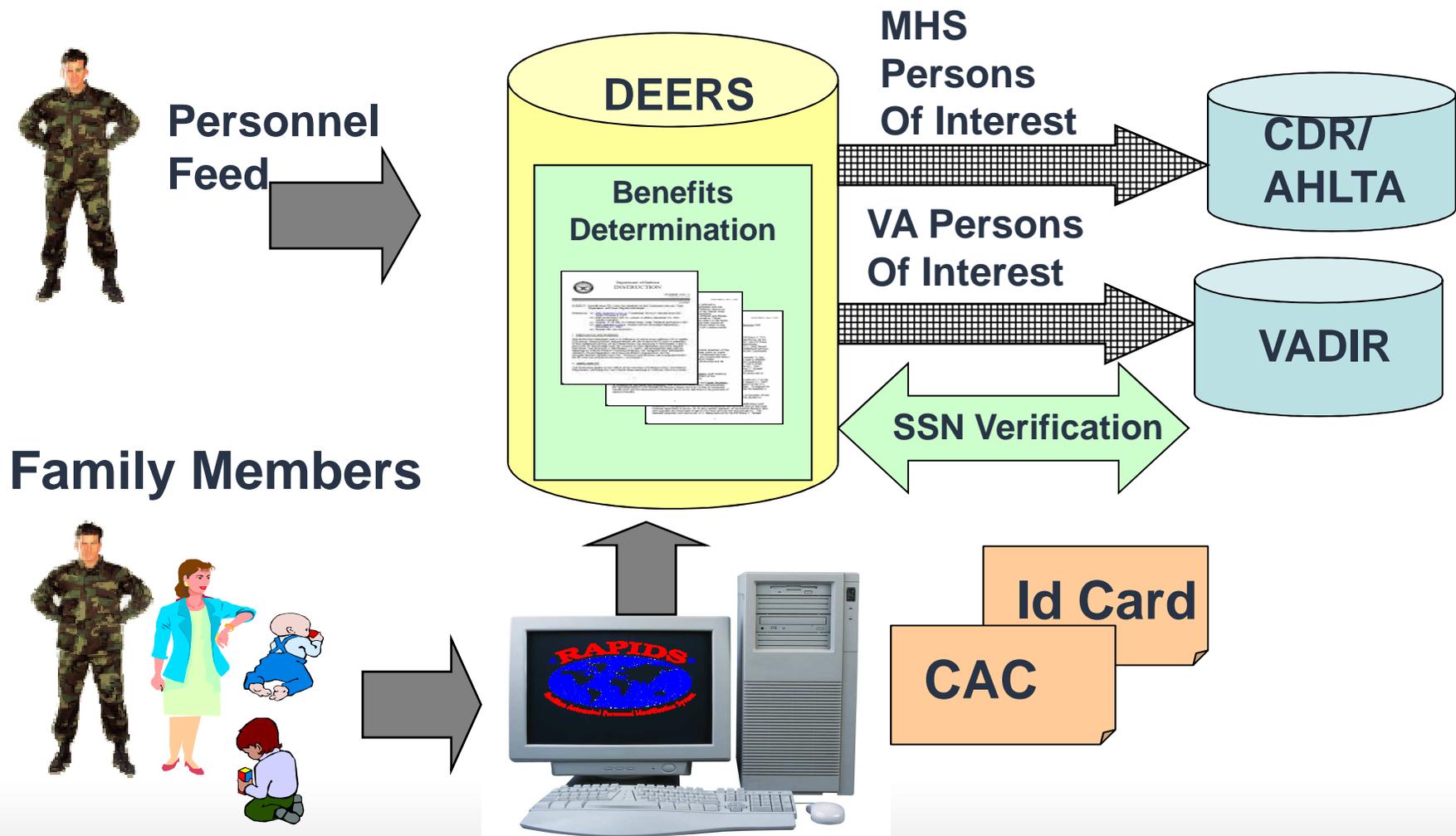


DEERS Extends Patient Identity



- Today DEERS stores identity for all DOD Health Care eligible patients including Civil and NAF OCC Health patients.
- DEERS extended to include:
 - Addition of persons without benefits to DEERS as a patient (e.g. John Doe or mass casualty)
 - Addition of a newborn without benefits to DEERS under an existing family
 - Addition of all Veteran Affairs shared populations (veterans & their families)

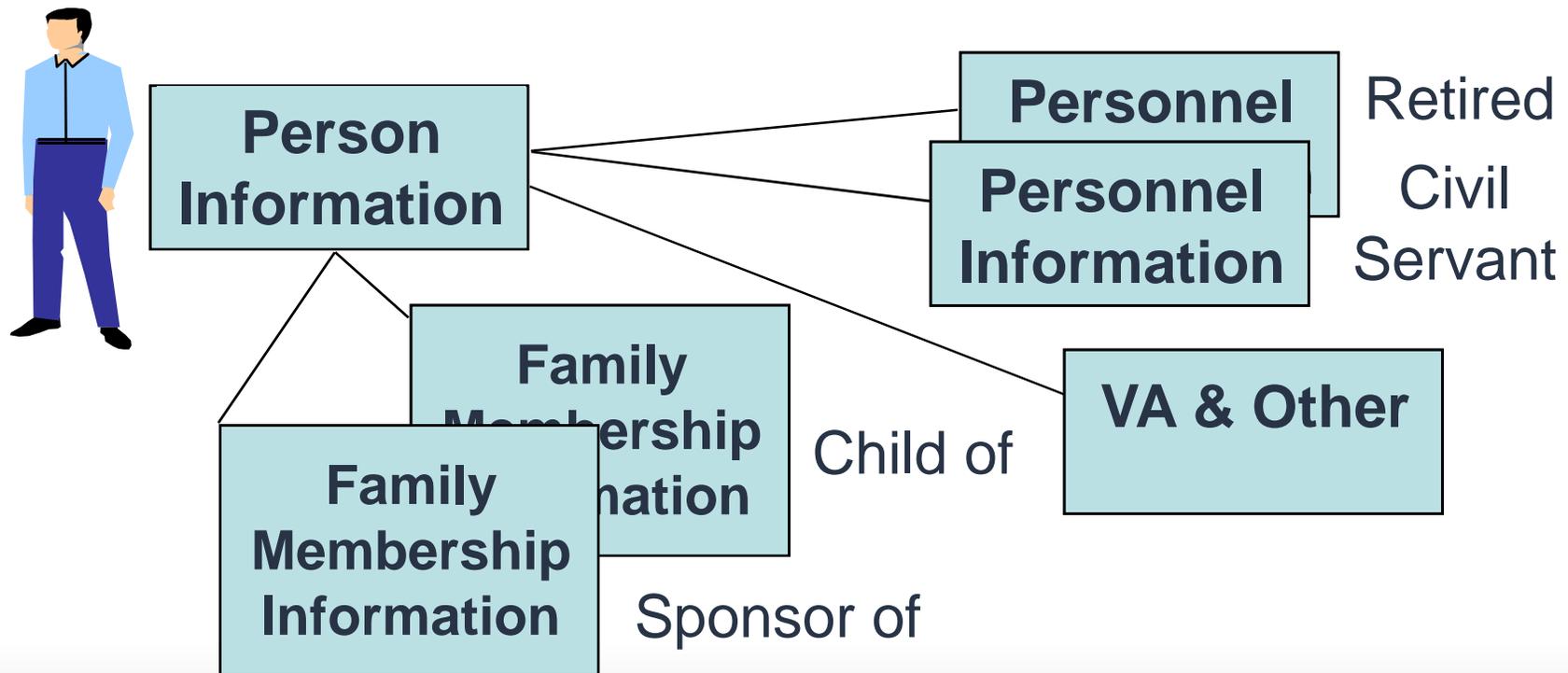
Identity Management Process: Establishing Identities



Identity Management Process: Establishing Identities



- DEERS tracks both Multiple Family Memberships and Multiple DoD Memberships by first being **PERSON** based



Identity Management Process: Assigning Identifiers



- Person Identifier (DoD EDI PI)
 - Unique Identifier assigned to each individual
 - Assigned once and never changed or reissued
 - Cross referenced to other identifiers (SSN, ITIN, Medicare HICN, VA ICN)
 - Available using person Identity Services
 - Incorporated into CAC PKI Identity Certs and ID Card bar codes
 - Incorporated into DS Logon for Self Service Authentication
 - Designed to facilitate DoD system interoperability
 - Known as the Patient Id within the MHS
 - Used as the Provider Id for Direct Care Primary Care Managers



Identifiers Unite Information

- Identifiers Unite Information Across Systems
 - VA/DOD Identity Repository (VADIR)
 - VA Master Patient Index (MPI)
 - DoD Clinical Data Repository (CDR)
 - Armed Forces Health Longitudinal Technology Application (AHLTA)
 - Composite Health Care System (CHCS)
 - Enterprise Wide Registration & Scheduling
 - Pharmacy Data Transaction Service (PDTS)
 - DoD Managed Care Support Contractor (MCSC)
 - Credentials (CAC, DS Logon for logical access)

Leveraging Identity Management Capabilities in MHS: Card Technology



- Card Technology
 - DoD EDI PI of card holder contained in bar code of all DoD ID cards and chip on CACs
 - Dependent card contains person and sponsor EDI PI
 - Sponsor card contains sponsor EDI PI
 - Card swipe will get you to the exact person to whom card was issued
 - Contactless available on a majority of CACs

Leveraging Identity Management Capabilities in MHS: Identity Svcs



- Web Services
 - Person Identity Search
 - Name Search
 - Patient Identity and Registration Search
 - Person Merge Notification
 - VA/DOD Identity Merge Reconciliation

Identity Management Collaboration with VA



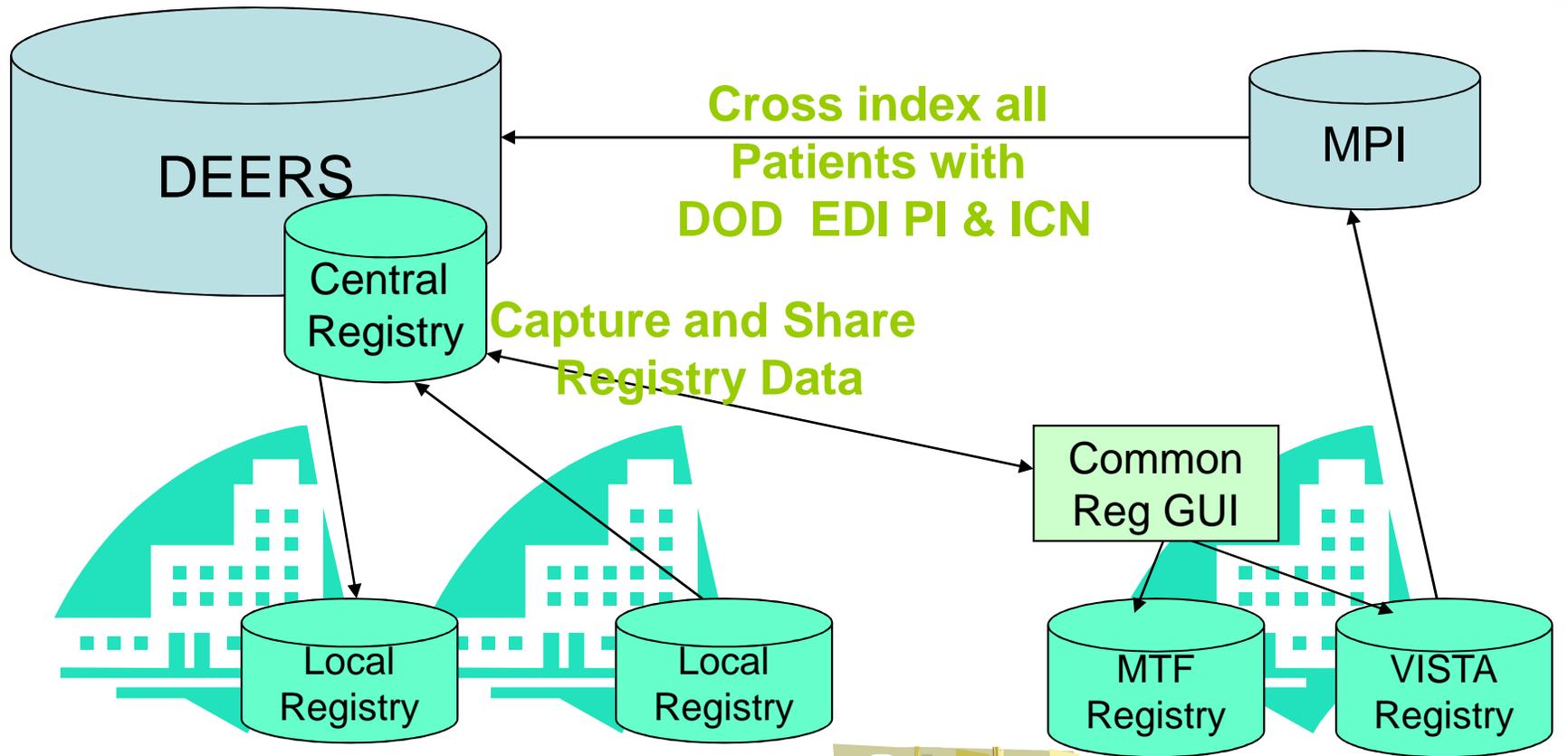
- Initial focus on North Chicago combined health care facility
- Parallel activities to continue identifying the common population
- Cross Index DOD EDI PI and VA ICN
- DS Logon credential is now portable across DoD and VA
- VLER

DEERS Extended Patient Services



- Today DEERS stores identity, demographic and contact information on MHS patients
- DEERS already had 90% of data elements needed for registration
- DEERS extended to serve as a Central Patient Registry for DoD/VA by adding
 - Patient Category Codes & FMPs
 - Emergency contact/Next of Kin information
 - VA Joint Registry Attributes (e.g. VA Patient Type Code)
 - Leverage Personnel Feeds (Religion, Flight Status)

FHCC - Concept of Operations



DOD – Local CHCS

DOD – VA Common Registry

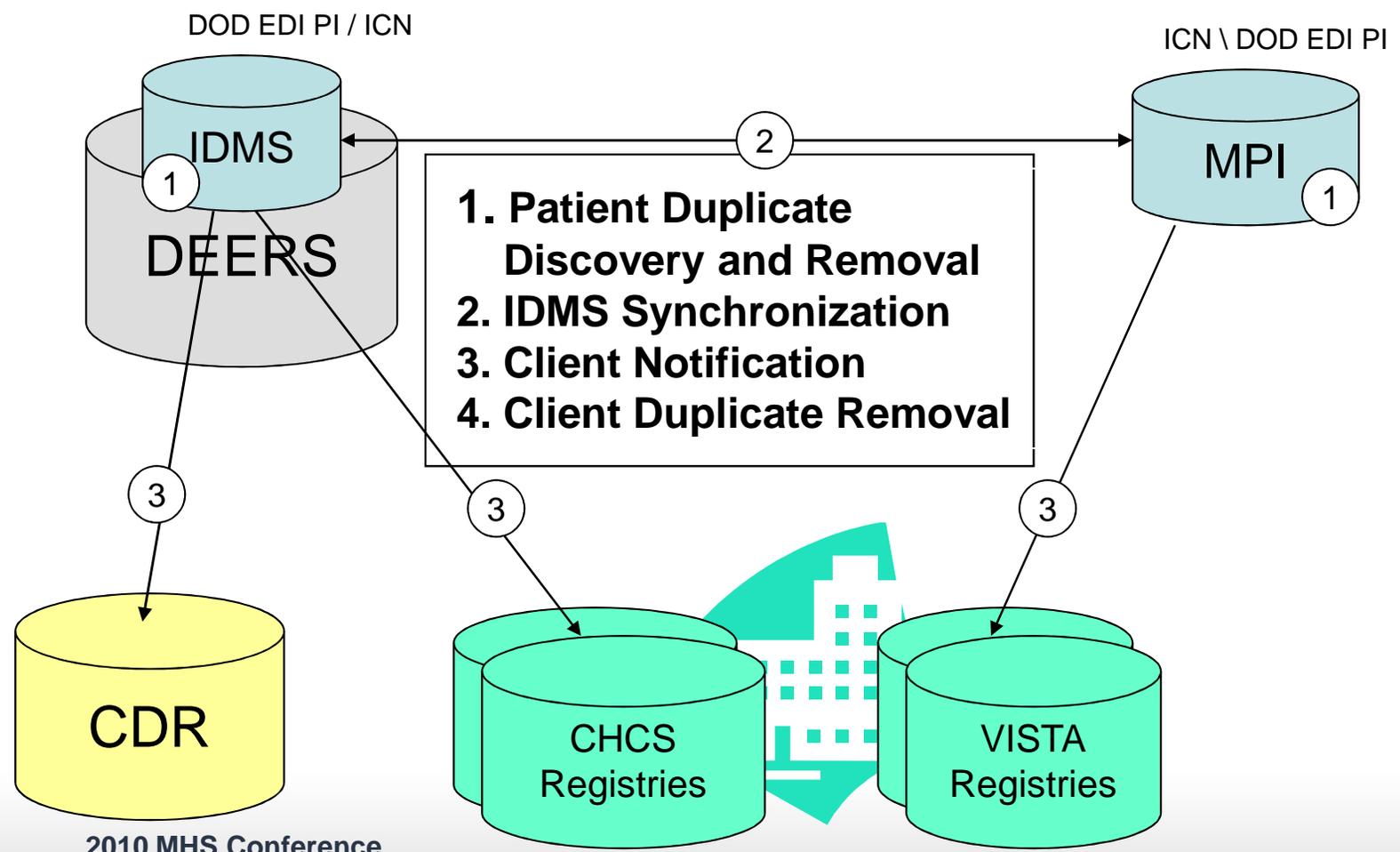


Identity Management Collaboration with VA – Identity Synchronization



DOD

VA



Identity Management & SSN Reduction Implications: Why?



- DoD commitment to:
 - Protect DoD persons from identity theft
 - Protect Personally Identifiable Information (PII)
 - Eliminate unnecessary & un-secured usage of Social Security Number (SSN) wherever possible
- Focus on elimination of visible SSN on DoD Identification Cards
 - House Report 109-452, pg 316 accompanying NDAA 2007
 - Section 585 of Public Law 109-364, NDAA 2007
 - DTM 07-015-USD(P&R), “DoD Social Security Number (SSN) Reduction Plan”, 2008

Identity Management & SSN Reduction: Impacts



- Business Area Impacts
 - Multiple areas impacted by removal of SSN from face of DoD issued ID cards

Business Area	Current Uses
TRICARE Military Health Care	SSN used to identify patients, validate against printed info on card, and verify eligibility for benefits/claims processing* *Sponsor SSN used as policy number for dependent claims/eligibility
Geneva Conventions	SSN used as unique identifier per Geneva Conventions requirement (DoDI 1000.1)
Status of Forces Agreement	SSN used as passport number for country access

Identity Management & SSN Reduction: Proposed Solution



- Two part solution includes use of DoD Number and DoD Benefits Number
 - DoD Number (EDI PI)
 - Replaces person SSN on all DoD ID and Common Access Cards
 - Used for person/patient identity for DoD Health Care Systems
 - Satisfies Geneva Conventions Identifier requirement
 - Supports Status of Forces Agreements (SOFA) as the Uniformed Services Passport ID for Kuwait and Bahrain
 - Can be used on HR forms in place of SSN
 - Already contained in bar code and chip of all DoD ID Cards

Identity Management & SSN Reduction: Proposed Solution



- Two part solution continued...
 - DoD Benefits Number (DBN)
 - Replaces sponsor SSN on dependent DoD ID Cards to support benefits activities in DoD
 - Printed on all cards where person eligible for DoD Benefits – includes eligibility for health care (Direct and Civilian) or facilities (Commissary, MWR, Exchange)
 - Unique 11 digit number assigned to each person: first 9 digits identify family & last 2 digits identify beneficiary w/in a family.
 - Used on health care forms and claims processing
 - Will not be stored in ID card bar code or chip on CAC

Identity Management & SSN Reduction: Benefits



- Solution Benefits
 - Less costly than generating new numbers
 - Already shared through Enterprise with MHS & VA
 - Can be provided through existing Identity Web Services
 - Increased use of bar code technology?
- Additional Considerations
 - Changes to business processes, systems, and forms
 - Impact on dog tags

Identity Management & SSN Reduction: Card Examples



← DoD Benefits Number
DoD Number (EDI PI)

Identity Management & SSN Reduction: Card Examples



UNITED STATES UNIFORMED SERVICES

		EXPIRATION DATE 2013OCT12
		SPONSOR SERVICE / STATUS USMC/RET
SOCIAL SECURITY NUMBER DoD#1401608512	SIGNATURE SAMPLE	SPONSOR RANK / PAY GRADE COL / O6
		SPONSOR SSN DB010199020-01
SPONSOR RETIRED, SPONSOR		RELATIONSHIP SP
RETIRED, SPOUSE		AUTHORIZED PATRONAGE EXCHANGE MWR COMMISSARY

IDENTIFICATION AND PRIVILEGE CARD

DoD Number (EDI PI) →

← DoD Benefits Number

DATE OF BIRTH 1960OCT13	WEIGHT 130	HEIGHT 62	HAIR COLOR GY	EYE COLOR BK
DATE OF ISSUE 2009DEC08	MEDICAL DIRECT DIRECT	CIVILIAN SAMPLE	EFF DATE 2009OCT13	EXP DATE 2013OCT12

DD FORM 1173

OCT 93

OU5D(P&R) OCT 2005
PROPERTY OF US GOVERNMENT

Identity Management & SSN Reduction: Next Steps



- Next Steps
 - Brief governance body on card configuration changes
 - Formal coordination with DoD Components and other Uniformed Services
 - Complete and follow communication plan
 - Implement system changes
 - DoD coordination for forms changes
 - Finalize policy for display, use, storage of DoD Number (EDI PI) & DoD Benefits Number

Identity Management & SSN Reduction: MHS Implications



- Implications to MHS
 - Expand use of card technology
 - Modify forms
 - Changes to existing systems to query on DBN and/or DoD EDI PI
 - Changes to claims have already been made to support queries using the first 9 digits of DBN

Leveraging Identity Management Capabilities in MHS: DS Logon



- DoD Self Service Logon (DS Logon)
 - Secure credential and authentication service to access self-service applications
 - Obtaining a DS Logon:
 - **Online:** Sponsor requests DS Logon for themselves or Family Member with a DFAS PIN or CAC
 - **Face-to-Face:** Sponsor or Family Member requests DS Logon for themselves at RAPIDS while getting an id card or at participating locations
 - DS Logon supports granting access to your records to other family members
 - Being reviewed now for potential use as enterprise solution

Leveraging Identity Management Capabilities in MHS: DS Logon



Current Applications

>90K Current DS Logon Level 2 accounts



Planned Applications



Other Potential Self-Service Applications

- MyPay
- BUPERS Online
- iPERMS
- Guard/Reserve Civilian Employment Information (CEI) Website
- AAFES

myDODbenefits Portal



- **Purpose:**
 - Centralized location for eligibility and benefit information
- **Users:**
 - Uniformed Service Members
 - Retirees
 - Eligible dependents (spouses, children over 18)
- **How to access:**
 - Common Access Card (CAC)
 - DFAS (myPay) ID and Pin
 - DoD Self-Service Logon

Current Functions



- Update contact information in DEERS instantaneously
- View health care eligibility
- Manage TRICARE enrollments (BWE)
- View the nearest Military ID card issuing facility
- View personnel information
- Update Civilian Employment Information (for Guard and Reserve members)
- View Servicemembers' Group Life Insurance information (except Marines and Coast Guard)
- Print eligibility letter
- View Other Health Insurance
- Find answers to frequently asked questions (without logging in)

Identity Management



- Questions
- Visit us in the exhibit hall
- Demos available for:
 - DS Logon
 - myDoDBenefits Portal



Back-Up

Upcoming Functionality



- Transfer MGIB benefits to eligible family members
- View Catastrophic Cap and Deductible
- View ID card expiration date
- View organ donor information
- Provide feedback and suggestions for the Web site
- Add and update Other Health Insurance information
- College Students Guide
- Widows Guide
- ...and more