

**SIT Verification Web Application  
User Manual  
VPOC  
Application Version 3.01**

**Description** This guide demonstrates how to use the SIT Verification Web Application (VPOC), which allows DHA/UBO to search and maintain Health Insurance Carrier (HIC) and HIC Coverage information

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## Document History

Document Version	Date	Description
(Please see previous versions for older history)		
3.0	September 2017	Redesign of UI and functionality for application v. 3.00.013
3.01	December 2017	Updates for application v3.01.005 and to align the online help with the user guide

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## **1.0 Overview of the SIT Verification Application**

The Standard Insurance Table (SIT) Verification Web Application allows DHA/UBO to create, copy, update or deactivate Health Insurance Carrier (HIC) and coverage information in the Standard Insurance Table. This data is then used by Managed Care Support Contractors (MCSCs) or Military Health System (MHS) providers, who submit requests for add/updates directly to DHA/UBO outside of the application.

The application can also perform mass updates of area codes, ZIP codes and cross references to the Standard Insurance Table. Users of the application may also elect to submit e-mail notifications to designated POCs of a Health Insurance Carrier when an addition, update, or deactivation occurs.

The application is web-based, allowing authorized users to access and update information using Microsoft's Internet Explorer or Google Chrome web browser.

### **1.1 Safeguarding Confidential Information**

Only users authorized by the Defense Manpower Data Center (DMDC) may access the application. Furthermore, only authorized users may view information or be informed in any way of information available. Every authorized user must safeguard the confidentiality of such information at all times to comply with the Privacy Act of 1974.

Before leaving your workstation unattended, log off the application and close the web browser window. You can also lock your workstation for added security. See your system administrator for instructions.

**Note:** As an added precaution, users are automatically logged off the application after 15 minutes of inactivity.

### **1.2 Privacy Notice**

Due to Privacy Act considerations, all protected data, such as the names and contact information for Health Insurance Carriers, have been fabricated for the examples in this manual.

## **1.3 Contacting the DMDC Support Center**

If you experience problems using VPOC, check your data to try to discover the cause of the problem. If after trying to solve the problem you still need assistance, or if your password needs to be reset, contact the DMDC Support Center (DSC) at one of the following numbers:

By Phone:

- 800-538-9522
- 800-372-7437

Via DSN:

- 698-5000 (CONUS)
- 312-698-5000 (OCONUS)

## 2.0 Application Basics

### 2.1 Logging On

The URL for the application is <https://www.dmdc.osd.mil/appj/vpwebapp/>. You must have appropriate credentials and authorization to log on to the application.

For assistance with logging on, click the **Logon Help** link on the **Registered User Logon** page.

### 2.2 Accessing Application Functions

You can access all application functions from the SIT Verification navigation bar on the landing page:



**Figure 2-1: SIT Verification Web Application navigation bar**

**Search and Maintain:** Click to display the Search and Maintain page, which allows you to enter search criteria for an existing carrier and then perform maintenance (i.e., add, update, copy, or deactivate) on the search results. You can also add a new carrier and coverage information on the maintenance page.

**Global Updates:** Click to display the Global Updates menu, which allows you to perform mass replacements of area codes, ZIP Codes, and HIC ID cross-references in the Standard Insurance Table.

**Reports:** Click to display the Reports menu, which allows you to run reports based on queries to the Standard Insurance Table.

**Help:** Click to access the application help topics. The help topics contain all of the information in this manual.

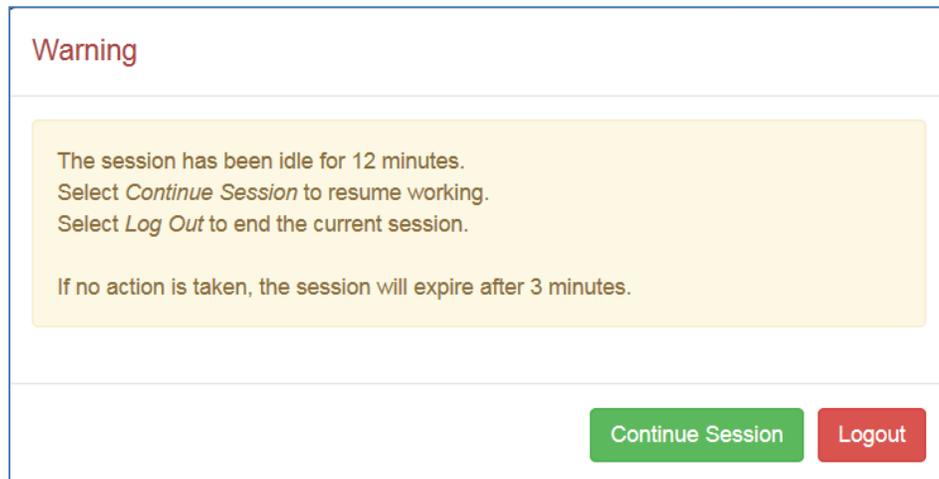
**Log Out:** Click to log off and exit the application.

#### 2.2.1 Logging Off

When you have finished using the application, be sure to log off by clicking the Log Out link at the top right of any page. An acknowledgement page displays.

**Note:** For maximum security, close your browser.

After 12 minutes of inactivity, you are prompted with the following message:



You can choose whether to continue or log out of the program. If you do not respond, you are automatically logged off the application after an additional three minutes.

### 3.0 Managing HIC Information Overview

The VPOC application provides the means to add, review, modify or deactivate carriers and coverages in the Standard Insurance Table. After performing a search for an existing HIC or HIC Coverage, you can then add, update, copy and deactivate carrier/coverage information.

To update and/or manage information for an existing carrier:

1. Click the **Search and Maintain** link on the navigation bar to locate the carrier and display it on the Maintain page.
2. If available, enter the 9-character HIC ID or the name/keyword of the carrier (for example, ABCCA0001). If you don't know the HIC ID, you can:
  - a. enter at least two search terms, such as Keyword, Mailing Attention, Street Address, City, State, ZIP (excluding Country), *or*
  - b. enter one regular search option and then click the **Advanced Options** button to enter two additional search criteria.

**Note:** If HIC ID is not specified, either 2 search fields (besides Country) or 2 advanced options and 1 additional search field (besides Country) are required to search.

<b>HIC ID</b>	<input type="text" value="9 characters (letters and numbers)"/>	
<b>HIC Name or Keyword</b>	<input type="text" value="HIC Name or keyword"/>	
<b>Country</b>	<input style="border-bottom: 1px solid #ccc;" type="text" value="United States"/> ▼	
<b>Mailing Attention</b>	<input type="text" value="Attn: Example"/>	
<b>Street Address</b>	<input type="text" value="123 Example St."/>	
<b>City</b>	<input type="text" value="City Name"/>	<b>State</b> <input style="border-bottom: 1px solid #ccc;" type="text"/> ▼
<b>Zip Code</b>	<input type="text" value="#####"/>	<b>Zip +4</b> <input type="text" value="#####"/>
	<input style="border: 1px solid #ccc;" type="button" value="Advanced Options"/>	

<b>Coverage Types</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> XM - Comprehensive Medical (default)</li> <li><input type="checkbox"/> MD - Medical Only</li> <li><input type="checkbox"/> SN - Skilled Nursing</li> <li><input type="checkbox"/> IP - Inpatient</li> <li><input type="checkbox"/> VI - Vision</li> <li><input type="checkbox"/> MH - Mental Health</li> <li><input type="checkbox"/> RX - Pharmacy Only</li> <li><input type="checkbox"/> DN - Dental</li> <li><input type="checkbox"/> LT - Long Term Care</li> <li><input type="checkbox"/> PH - Partial Hospitalization</li> <li><input type="checkbox"/> OP - Outpatient</li> </ul>	<b>Payer Types</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> B - Both Institutional and Professional (default)</li> <li><input type="checkbox"/> I - Institutional Only</li> <li><input type="checkbox"/> P - Professional Only</li> <li><input type="checkbox"/> N - Non-billable</li> </ul>
--	---

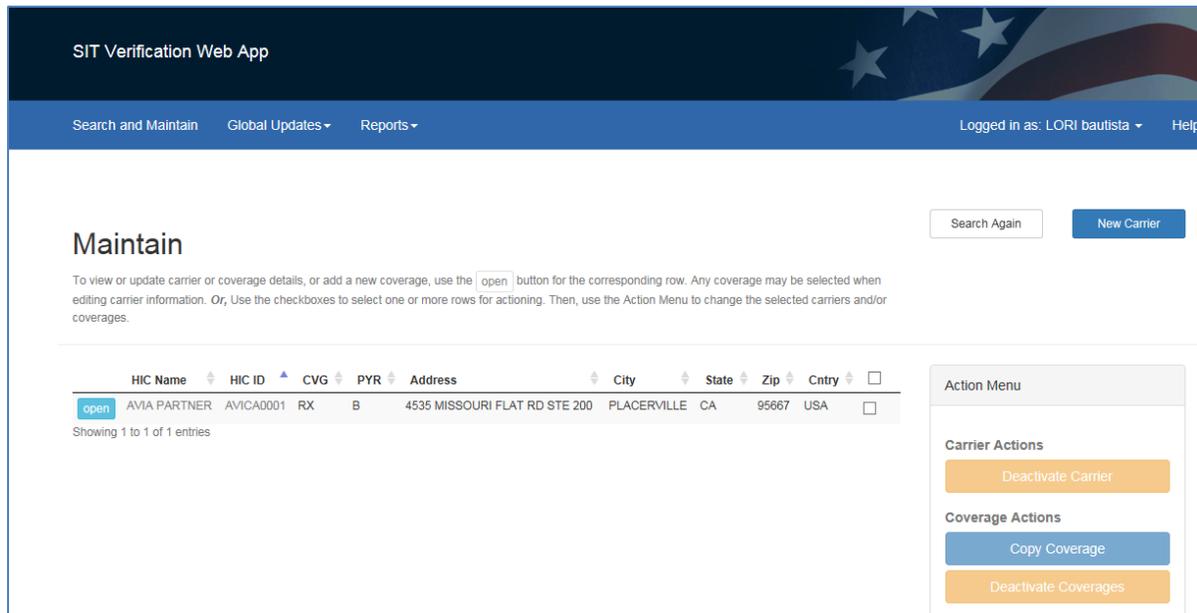
**Figure 3-1: Search and Maintain Page**

Advanced Options for search criteria include the following:

Field	Description
HIC Coverage	
* Coverage Types	<p>Click the checkbox for the code that represents the type of service for this coverage:</p> <p><b>XM = Comprehensive Medical</b></p> <p><b>MD = Medical Only</b></p> <p><b>DN = Dental</b></p> <p><b>IP = Inpatient</b></p> <p><b>OP = Outpatient</b></p> <p><b>LT = Long Term Care</b></p> <p><b>RX = Pharmacy Only</b></p> <p><b>MH = Mental Health</b></p> <p><b>VI = Vision</b></p> <p><b>PH = Partial Hospitalization</b></p> <p><b>SN = Skilled Nursing</b></p>
* Payer Types	<p>Click the checkbox for the code that represents the type of payer for this coverage:</p> <p><b>B = Both Institutional and Professional</b></p> <p><b>I = Institutional Only</b></p> <p><b>P = Professional Only</b></p> <p><b>N = Nonbillable</b></p>

3. Click **Submit**.

You see the Maintain page. It displays the carriers and coverages that match your query criteria. The carriers and coverages are listed alphabetically by Health Insurance Carrier identification number (HIC ID). **Note:** Carriers with cross-reference IDs assigned to them are not displayed.



**Figure 3-2: Maintain Page**

**Tip:** A sort indicator icon displays next to a column heading to show that the list of transactions is sorted on that column in ascending or descending order. Click a column heading to sort the list in ascending order on that column, and click the heading again (or the icon) to toggle the sort on that column between ascending and descending order.

### 3.1 Updating a HIC

If the HIC information already exists, you see the carrier details. Click the **Open** button to display the View/Edit page. Otherwise, click the **New Carrier** button to add new HIC information.

For an existing carrier, select the checkbox on the right and then use one of the buttons on the Action Menu to:

- Deactivate a carrier
- Copy coverage details
- Deactivate a coverage

1. To update an existing carrier, select it from the Maintain page to display the View and Edit HIC/CVG page:

**Figure 3-3: Insurance Carrier/Coverage View and Edit**

2. Enter or modify the information on the HIC tab as described below. Be sure to enter information in the required fields (marked with an asterisk\*):

Field	Description
<b>* HIC Name</b>	<b>This field displays the Health Insurance Carrier name.</b>
<b>Standard Comment</b>	<b>Edit this comment, as necessary. This comment appears on subscriptions and reports.</b>
<b>Local Comment</b>	<b>This field displays a comment from the local holder of the SIT information.</b>

Field	Description
Website	This field displays the Health Insurance Carrier's website address.
Cust. Service E-mail	This field displays the e-mail address for the Health Insurance Carrier's customer service department.
*POC Full Name	This field displays the name of the point of contact (POC) that submitted the request.
*POC Contact E-Mail	This field displays the e-mail address of the POC that submitted the request.
*POC Telephone No	This field displays the telephone number of the POC that submitted the request.
POC Telephone No Ext.	This field displays the telephone number extension of the POC that submitted the request.
Cross Reference HIC ID	<p>If this Health Insurance Carrier is a duplicate, this field displays the HIC ID of the carrier to reference in its place.</p> <p>This field is normally blank. When populated, this field signifies that the HIC you are viewing is obsolete and the HIC ID referenced in the Health Insurance Carrier Cross Reference field should be used instead. HIC Cross Reference assignments are one level deep. Once a HIC ID is assigned, a HIC Cross Reference ID and the HIC that serves as the HIC Cross Reference ID cannot be assigned a HIC Cross Reference ID.</p>

- To edit a coverage type, click the relevant CVG tab(s). **Note:** Keep in mind that the name on the tab reflects the coverage and payer type. For example, **RX/B** indicates an **RX** (Pharmacy) coverage type; **B** indicates a **Both** payer type.
- Select whether to notify the POC (Point of Contact) of the changes. An e-mail notification can be sent to the POC to indicate that a maintenance change has occurred. For more information, see Section 4.3 [E-mail Notifications](#).
- Click the **Add Coverage** button on the top right to enter new coverage information. **Note:** This step is required in order to add a new carrier.
- Click **Save All** when you are finished.

## 3.2 Managing HIC Coverage Information

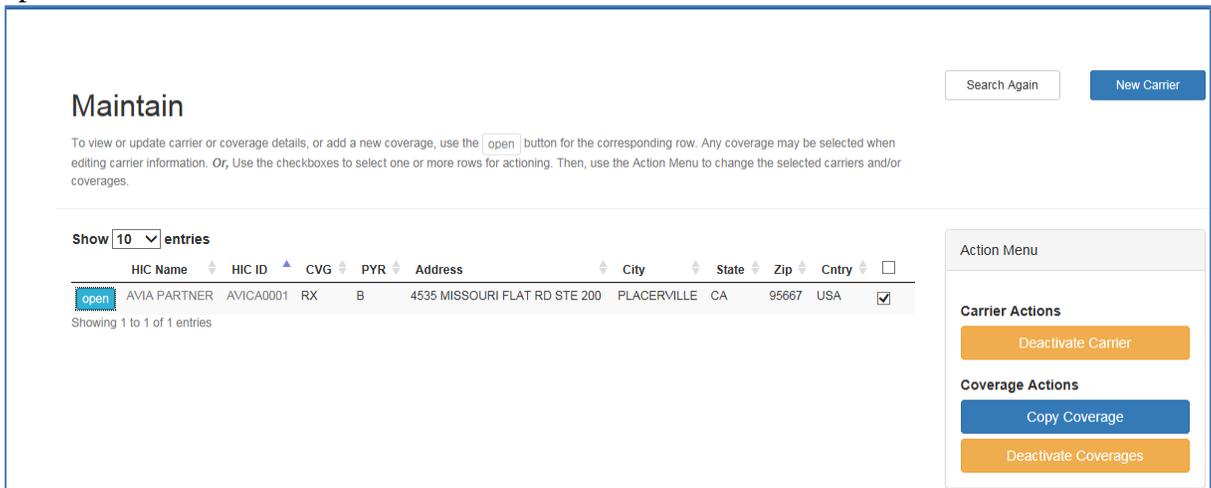
You can choose to deactivate a carrier, copy the coverage, or deactivate the coverages by using the items on the Action menu.

To work with health insurance carrier information, select the insurance carrier name on the Maintain page and then click the Deactivate Carrier, Copy Coverage, or Deactivate Coverages buttons on the Action Menu.

### 3.2.1 Updating a Coverage

To update a coverage:

1. From the Search and Maintain page, enter the HIC ID for the carrier you want to update.



**Maintain** Search Again New Carrier

To view or update carrier or coverage details, or add a new coverage, use the open button for the corresponding row. Any coverage may be selected when editing carrier information. Or, Use the checkboxes to select one or more rows for actioning. Then, use the Action Menu to change the selected carriers and/or coverages.

Show **10** entries

HIC Name	HIC ID	CVG	PYR	Address	City	State	Zip	Cntry	
<span>open</span> AVIA PARTNER	AVICA0001	RX	B	4535 MISSOURI FLAT RD STE 200	PLACERVILLE	CA	95667	USA	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries

**Action Menu**

**Carrier Actions**

Deactivate Carrier

**Coverage Actions**

Copy Coverage

Deactivate Coverages

**Figure 3-4: Carrier Maintain Page**

2. Click the **Open** button on the left to display the View/Edit page for the carrier. (See graphic below.)
3. Select the CVG tab to edit the coverage information:

### View and Edit HIC/COVG

HIC
RX/B COVG

#### Coverage Information

**Coverage Type** RX (Pharmacy Only)

**Payer Type** B (Both Institutional and Professional (default))

**Standard Comment**

**Local Comment**

**Country**

**Mailing Attention**

**\*Street Address**

**\*City**  **\*State**

**\*Zip Code**  **+4**

**\*Telephone**  **Extension**

**Fax**

**Created Date**

**Last Updated By** MADIGAN **Last Updated** 2005-10-31 10:46:18

Notify POC?

**Figure 3-5: Edit Coverage Information**

You must provide data for the fields marked with a red asterisk (\*).

Field	Description
<b>HIC Coverage</b>	
<b>* Coverage Type</b>	<p><b>Use the drop-down list to enter the code that represents the type of service for this coverage:</b></p> <p><b>XM = Comprehensive Medical</b></p> <p><b>MD = Medical Only</b></p> <p><b>DN = Dental</b></p> <p><b>IP = Inpatient</b></p>

Field	Description
	OP = Outpatient LT = Long Term Care RX = Pharmacy Only MH = Mental Health VI = Vision PH = Partial Hospitalization SN = Skilled Nursing
<b>* Coverage Payer Type</b>	Use the drop-down list to enter the code that represents the type of payer for this coverage: B = Both Institutional and Professional I = Institutional Only P = Professional Only N = Nonbillable  Note: You cannot modify the coverage or payer type codes of existing coverages.
Mailing Address	
<b>Attention</b>	Type the mailing address "Attention" line information for the coverage.
<b>* Address</b>	Type the street address or post office box in the mailing address for the coverage.
<b>* City</b>	Type the city name in the mailing address for the coverage.
<b>State Code</b>	If the mailing address for the coverage is in the United States, you must type the appropriate state code in this field.
<b>ZIP Code</b>	Type the 5-digit ZIP Code and the optional 4-digit ZIP+4 code for the coverage mailing address. If the address is in the United States, you must provide the appropriate ZIP Code.
<b>ZIP Ext.</b>	Type the optional 4-digit ZIP+4 code for the coverage mailing address.
<b>* Country</b>	Select the appropriate country name for the coverage mailing address from the drop down menu. If you provide a State Code, the Country name must be "United States."
<b>Standard Comments</b>	Enter comments as necessary. DEERS provides these comments on subscriptions and on reports.
<b>Local Comment</b>	This field displays a comment from the local holder of the SIT information.
<b>Website</b>	This field displays the Health Insurance Carrier's website address.
<b>Ext.</b>	Type the telephone number extension for the coverage. Use

Field	Description
	<b>numbers only.</b>
<b>Fax</b>	<b>Type the fax number for the coverage. Use numbers only.</b>

### 3.2.2 Copying a Coverage

To copy a carrier's coverage, first locate the carrier with the coverage you want to carry over, and then select the target carrier.

To copy the coverage from one existing carrier to another:

1. Locate the carrier, and then select the coverage you want to copy in the Maintain page (select the checkbox).
2. Click the **Copy Coverage** button in the Action menu.

The screenshot shows the 'Maintain' page with a table of carrier and coverage information. The table has columns for HIC Name, HIC ID, CVG, PYR, Address, City, State, ZIP, and Cntry. There are four rows of data, each with an 'open' button in the first column. To the right of the table is an 'Action Menu' with three buttons: 'Deactivate Carrier', 'Copy Coverage', and 'Deactivate Coverages'. The 'Copy Coverage' button is highlighted with a red box.

	HIC Name	HIC ID	CVG	PYR	Address	City	State	ZIP	Cntry	
open	ABC INSURANCE CORPORATION	ABCCA0009	DN	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>
open	ABC INSURANCE CORPORATION	ABCCA0009	MD	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>
open	ABC INSURANCE CORPORATION	ABCCA0009	VI	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>
open	ABC INSURANCE CORPORATION	ABCCA0009	XM	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>

**Figure 3-6: Copy Coverage**

3. Select the target HIC in the Copy Coverage page. Enter the HIC ID or other search criteria if needed and then click the **Search HICs** button.

Copy ABCCA0009 DN/B

Search HICs Select HIC Edit and Copy

Note: A complete HIC id is required, \*OR\* at least 2 search fields besides Country are required.

HIC ID SBCCA0001

Search HICs

\* Notify POC? Copy Coverage Cancel

Figure 3-7: Search HICs for Coverage Copy

4. Select the target HIC by clicking on its name (in blue) in the HIC ID column.

Copy ABCCA0009 DN/B

Search HICs Select HIC Edit and Copy

Select new HIC to add coverage information to.

HIC Name	HIC ID	CVG	PYR	Address	City	State	ZIP	Cntry
SBCCA0001	SBCCA0001							
		XM	B	400 GIGLING ROAD	SEASIDE	CA	95060	USA

\* Notify POC? Copy Coverage Cancel

Figure 3-8: Select HIC target

4. If needed, click the Edit and Copy tab, and then edit the coverage and/or payer type information by selecting an item from the drop-down list.

**Figure 3-9: Edit and Copy Coverage**

- At **\*Notify POC**, select whether to notify the POC (Point of Contact) using the e-mail address associated with this HIC, and then click the **Copy Coverage** button to confirm. For more information on POC notifications, see Section 4.3, [E-mail Notifications](#).

### 3.2.3 Deactivating a Carrier

You can deactivate a carrier or deactivate its associated coverages, but only if the carrier does not have a cross-reference ID assigned to it. **Important:** A carrier will remain active as long as you do not deactivate *all* of its coverages. If you choose to deactivate all coverages, the carrier is automatically deactivated.

To deactivate a Health Insurance Carrier:

- Locate the carrier using the Search and Maintain page.
- On the Maintain page, select the carrier by clicking the checkbox, and then click the **Deactivate Carrier** button on the Action menu.

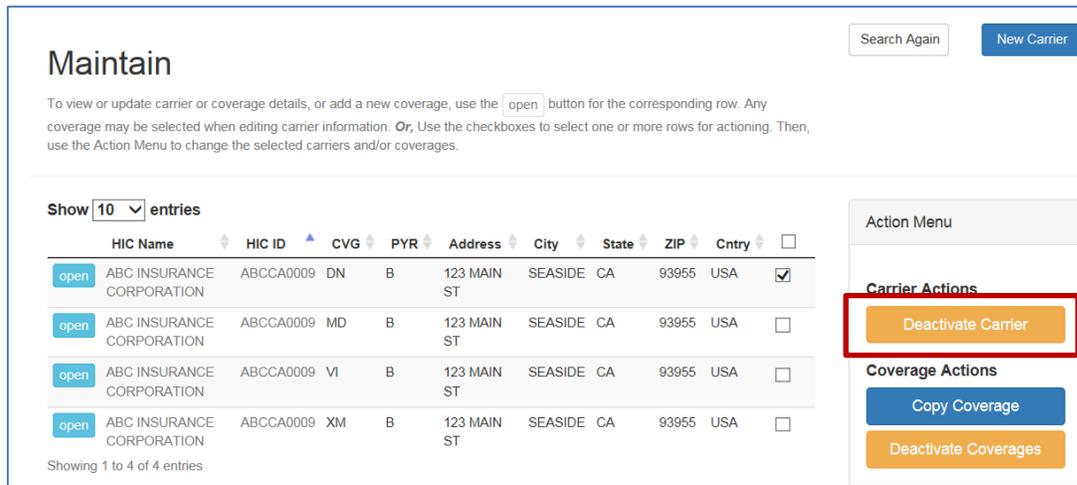


Figure 3-10: Carrier List Page

The Deactivate HIC page displays:

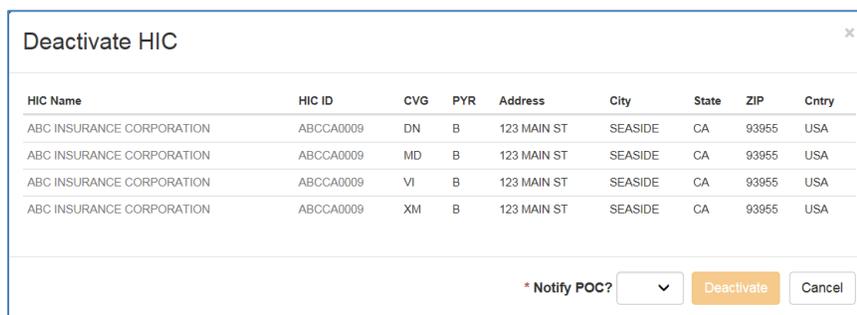


Figure 3-11: Deactivate HIC

- At **\*Notify POC**, select whether to notify the POC (Point of Contact) using the e-mail address associated with this HIC, and then click the **Deactivate** button to confirm. For more information, see Section 4.3, [E-mail Notifications](#).

### 3.2.4 Deactivating a Coverage

You can deactivate a HIC’s coverages, but only if the carrier does not have a cross-reference ID assigned to it. **Important:** A carrier will remain active as long as you do not deactivate *all* of its coverages. If you choose to deactivate all coverages, the carrier is automatically deactivated.

To deactivate a HIC coverage:

- Locate the carrier(s) using the Search and Maintain page.

- On the Maintain page, select the coverage(s) you want to remove by clicking the checkbox, and then click the **Deactivate Coverages** button on the Action menu.

**Maintain** Search Again New Carrier

To view or update carrier or coverage details, or add a new coverage, use the open button for the corresponding row. Any coverage may be selected when editing carrier information. Or, Use the checkboxes to select one or more rows for actioning. Then, use the Action Menu to change the selected carriers and/or coverages.

Show 10 entries

	HIC Name	HIC ID	CVG	PYR	Address	City	State	ZIP	Cntry	<input type="checkbox"/>
<span style="border: 1px solid gray; padding: 2px;">open</span>	ABC INSURANCE CORPORATION	ABCCA0009	DN	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input checked="" type="checkbox"/>
<span style="border: 1px solid gray; padding: 2px;">open</span>	ABC INSURANCE CORPORATION	ABCCA0009	MD	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>
<span style="border: 1px solid gray; padding: 2px;">open</span>	ABC INSURANCE CORPORATION	ABCCA0009	VI	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>
<span style="border: 1px solid gray; padding: 2px;">open</span>	ABC INSURANCE CORPORATION	ABCCA0009	XM	B	123 MAIN ST	SEASIDE	CA	93955	USA	<input type="checkbox"/>

Showing 1 to 4 of 4 entries

Action Menu

**Carrier Actions**

Deactivate Carrier

**Coverage Actions**

Copy Coverage

Deactivate Coverages

- The Deactivate Coverage page displays:

**Deactivate Coverage** ✕

HIC Name	HIC ID	CVG	PYR	Address	City	State	ZIP	Cntry
ABC INSURANCE CORPORATION	ABCCA0009	DN	B	123 MAIN ST	SEASIDE	CA	93955	USA

\* Notify POC? ▼ Deactivate Cancel

**Figure 3-12: Deactivate Coverage**

- At **\*Notify POC**, select whether to notify the POC (Point of Contact) using the e-mail address associated with this HIC. For more information, see 4.3, [E-mail Notifications](#).
- Click the **Deactivate** button to confirm. You are prompted to complete the deactivation or cancel:

### Deactivate Coverage

HIC Name	HIC ID	CVG	PYR	Address	City	State	ZIP	Cntry
ABC INSURANCE CORPORATION	ABCCA0009	DN	B	123 MAIN ST	SEASIDE	CA	93955	USA

Are you sure you wish to deactivate this coverage and its associated OHI?

**Figure 3-13: Deactivate Confirmation**

## 4.0 Adding a Health Insurance Carrier

You can use this application to add a new Health Insurance Carrier and coverages in the Standard Insurance Table.

### 4.1 Adding a New Carrier

To add a new carrier:

1. Perform a search to determine whether the carrier already exists on the Search and Maintain page. If no record exists, click the **New Carrier** button on the Maintain page.

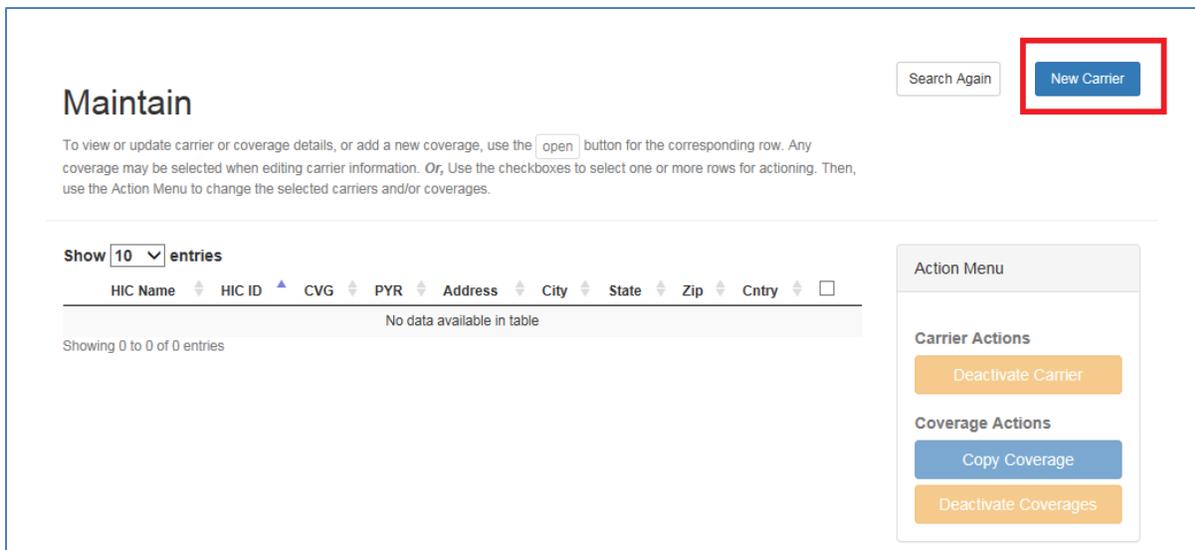


Figure 4-1: Add New Carrier

2. You see the Create New HIC/CVG page:

Figure 4-2: Create New HIC

You must provide data for the fields marked with a red asterisk (\*).

Field	Description
<b>* HIC Name</b>	<b>Type the Health Insurance Carrier name. The name must be composed of at least three characters, not including spaces.</b>
<b>Standard Comment</b>	<b>Type this comment, as necessary. DEERS provides this comment on subscriptions and on reports.</b>
<b>Local Comment</b>	<b>This field displays a comment from the local holder of the SIT information.</b>
<b>Website Address</b>	<b>Type the Health Insurance Carrier’s website address.</b>
<b>Cust. Service E-mail</b>	<b>Type the e-mail address for the Health Insurance Carrier’s customer service department.</b>
<b>*POC Full Name</b>	<b>Type the name of the POC (Point of Contact) for this Health Insurance Carrier.</b>

Field	Description
<b>*POC Contact E-Mail</b>	<b>Type the e-mail address for the POC (this will be used to send e-mail notifications).</b>
<b>*POC Telephone No</b>	<b>Type the telephone number for the POC. Use numbers only—do not type dashes, spaces, or any other non-numeric characters.</b>
<b>POC Telephone No Ext.</b>	<b>Type the telephone number extension for the POC. Use numbers only.</b>

3. Click the CVG tab and then enter required information in order to complete adding the new carrier to the application. See the next section, Adding a Coverage, for more information.
4. At **\*Notify POC**, select whether to send an e-mail notification to the person listed as the POC (Point of Contact). For more information, see Section 4.3, [E-mail Notifications](#).
5. When you have entered the information (including coverage information) you want for the carrier, click **Save All** to complete the process. You see a confirmation message that the new carrier has been created.

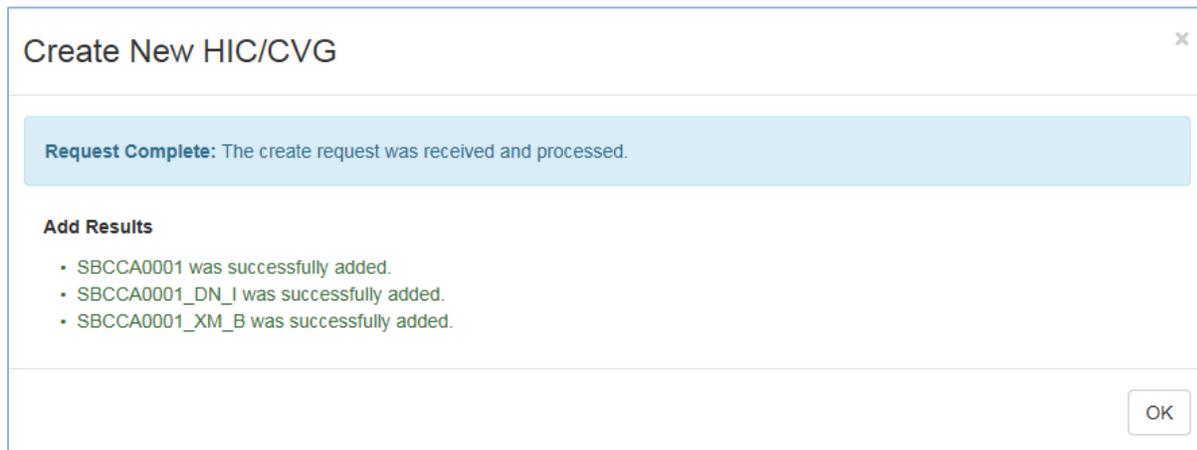


Figure 4-3: Confirmation for New Carrier

## 4.2 Adding a Coverage

You can add (or update) a coverage to a new Health Insurance Carrier or an existing carrier (only if the carrier does not already have a cross-reference ID assigned to it). **Important:** You must add a coverage during the process of adding a new carrier.

To add coverage to a carrier:

1. Locate the carrier using the Search and Maintain page.
2. On the Maintain page, select the carrier
3. In the View and Edit HIC/CVG page, select the CVG tab.

**Figure 4-4: Create/Add Coverage**

4. In the HIC Coverage fields, provide data as described in the following table.

You must provide data for the fields marked with a red asterisk (\*).

Field	Description
HIC Coverage	
* Coverage Type	<p>Use the drop-down list to enter the code that represents the type of service for this coverage:</p> <p>XM = Comprehensive Medical                      MD = Medical Only                      DN = Dental</p>

Field	Description
	IP = Inpatient OP = Outpatient LT = Long Term Care RX = Pharmacy Only MH = Mental Health VI = Vision PH = Partial Hospitalization SN = Skilled Nursing
<b>* Payer Type</b>	Use the drop-down list to enter the code that represents the type of payer for this coverage: B = Both Institutional and Professional I = Institutional Only P = Professional Only N = Nonbillable
Mailing Address	
<b>Attention</b>	Type the mailing address “Attention” line information for the coverage.
<b>* Address</b>	Type the street address or post office box in the mailing address for the coverage.
<b>* City</b>	Type the city name in the mailing address for the coverage.
<b>State Code</b>	If the mailing address for the coverage is in the United States, you must type the appropriate state code in this field.
<b>ZIP Code</b>	Type the 5-digit ZIP Code and the optional 4-digit ZIP+4 code for the coverage mailing address. If the address is in the United States, you must provide the appropriate ZIP Code.
<b>ZIP Ext.</b>	Type the optional 4-digit ZIP+4 code for the coverage mailing address.
<b>* Country</b>	Select the appropriate country name for the coverage mailing address from the drop down menu. If you provide a State Code, the Country name must be “United States.”
<b>Standard Comments</b>	Type these comments, as necessary. DEERS provides these comments on subscriptions and on reports.
<b>Local Comment</b>	This field displays a comment from the local holder of the SIT information.
<b>Telephone</b>	Type the telephone number for the coverage. Use numbers only—do not type dashes, spaces, or any other non-numeric characters.
<b>Fax</b>	Type the fax number for the coverage. Use numbers only.

5. At **\*Notify POC**, select whether to notify the POC (Point of Contact) using the POC e-mail address associated with the HIC.
6. To add additional coverage, click the **Another Coverage** button at the top of the page.
7. When you have completed entering information, click **Save All**.  
**Note:** The application checks that all information is valid; the coverage/payer type code combination must be unique for the HIC.

### 4.3 E-mail Notifications

You can specify that the application send an e-mail notification to the address listed in the POC (Point of Contact) to indicate that a maintenance change (i.e., add, update, or copy) has occurred. The e-mail message includes the following content:

**Subject Line:** HIC Maintenance was performed to ABCCA0001 ABC  
INSURANCE

**Body of e-mail:** Maintenance occurred to a Health Insurance Carrier (HIC) and/or Coverage(s) in which you are listed as the Point of Contact. Maintenance occurred to HIC ID: ABCCA0001, HIC Name: ABC INSURANCE. Please perform a HIC Partial Inquiry of this HIC via the SIT System to System Application to receive the latest changes. Please do not reply to this automated message, because it was sent from an unmonitored mailbox.

If the maintenance change is for a deactivation, the following e-mail notification is sent:

**Subject Line:** HIC Deactivation was performed to ABCCA0001 ABC  
INSURANCE

**Body of e-mail:** Deactivation occurred to a Health Insurance Carrier (HIC) and/or Coverage(s) in which you are listed as the Point of Contact. HIC ID ABCCA0001, HIC Name ABC INSURANCE, has been Deactivated. Any OHI associated to this HIC ID has also been Deactivated. Please do not reply to this automated message, because it was sent from an unmonitored mailbox.

Select **Yes** from the drop-down next to **\*Notify POC?** to send the e-mail notification; otherwise, select **No**.

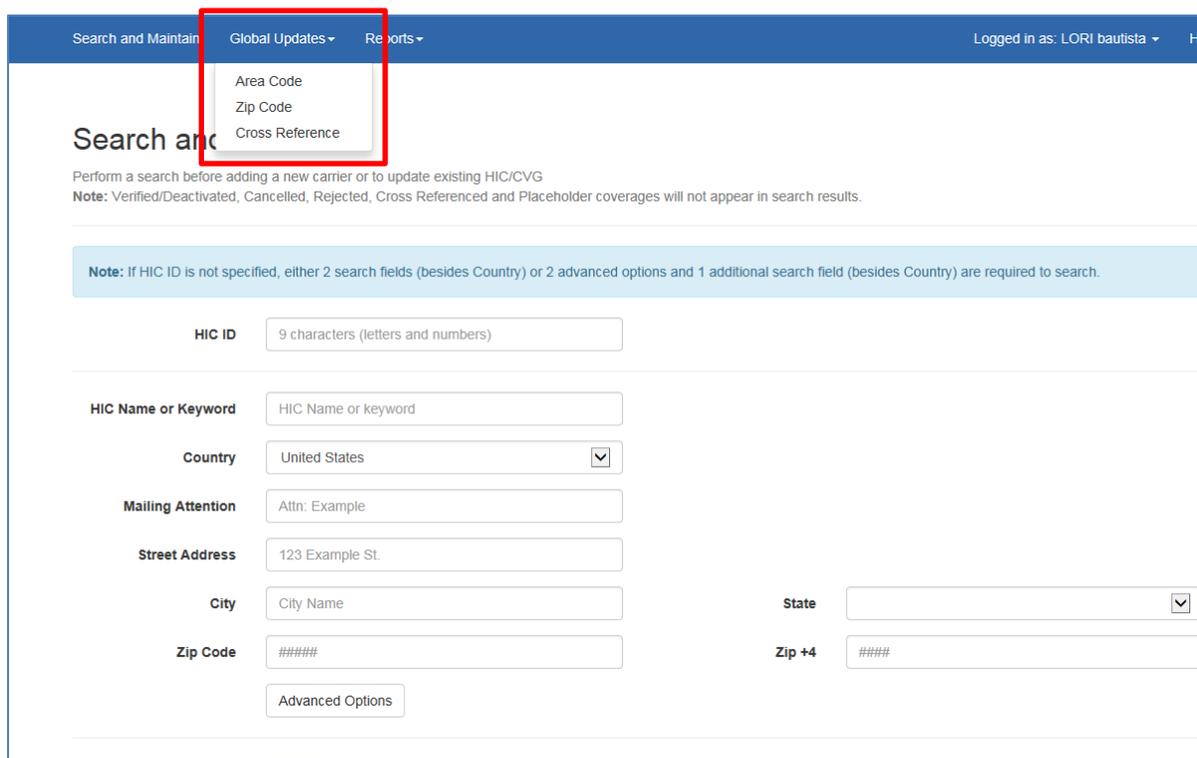
## 5.0 Performing Global Updates

The Global Updates function allows you to perform mass replacements of area codes, ZIP codes, and HIC ID cross-references in the Standard Insurance Table.

**Note:** You can perform a global update on a Health Insurance Carrier only if the carrier does not have a cross-reference ID assigned to it.

To perform a global update:

1. Access the Global Updates menu from the navigation bar.



Search and Maintain Global Updates Reports Logged in as: LORI bautista

Area Code  
Zip Code  
Cross Reference

Search and  
Perform a search before adding a new carrier or to update existing HIC/CVG  
Note: Verified/Deactivated, Cancelled, Rejected, Cross Referenced and Placeholder coverages will not appear in search results.

Note: If HIC ID is not specified, either 2 search fields (besides Country) or 2 advanced options and 1 additional search field (besides Country) are required to search.

HIC ID 9 characters (letters and numbers)

HIC Name or Keyword HIC Name or keyword

Country United States

Mailing Attention Attn: Example

Street Address 123 Example St.

City City Name State

Zip Code ##### Zip +4 #####

Advanced Options

Figure 5-1: Global Updates Menu

Use the items on the Global updates menu to perform the following:

**Area Code:** To update a telephone number area code in the Standard Insurance Table, see [Updating an Area Code](#).

**ZIP Code:** To update a ZIP Code in the Standard Insurance Table, see [Updating a ZIP Code](#).

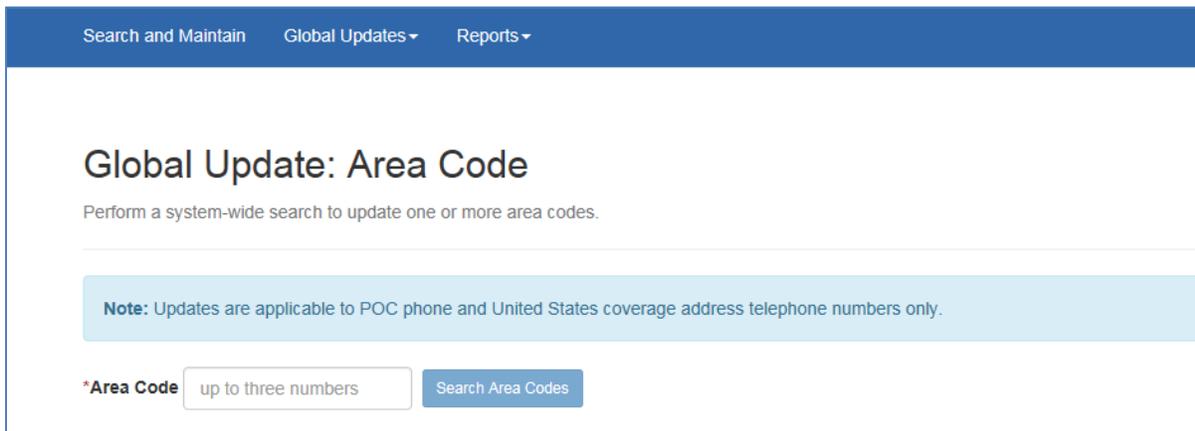
**Cross-Reference:** To update a HIC ID cross-reference in the Standard Insurance Table, see [Updating a Cross-Reference HIC ID](#).

## 5.1 Updating an Area Code

**Note:** You can perform an area code update (US area codes only) on a Health Insurance Carrier only if the carrier does not have a cross-reference ID assigned to it.

To perform a mass-replacement of an area code for a telephone and/or fax number in the Standard Insurance Table:

1. Access the Global Updates menu from the navigation bar.
2. Select **Area Code**. The Global Update: Area Code Search page displays.



Search and Maintain Global Updates Reports

### Global Update: Area Code

Perform a system-wide search to update one or more area codes.

**Note:** Updates are applicable to POC phone and United States coverage address telephone numbers only.

\*Area Code

**Figure 5-2: Global Update Area Code Search Page**

3. In the Area Code field, type the area code you want to update.
4. Click **Search Area Codes**. The Health Insurance Carriers and Coverages List page displays.

## Global Update: Area Code

Enter a new area code and select applicable coverages to update.

---

\*New Area Code

Show 10 entries

<input type="checkbox"/>	HIC ID	HIC Name	CVG	PYR	POC Phone	CVG Phone	Address	City	State
<input type="checkbox"/>	ADVAZ0021	ADVANCED PCS	RX	B	7065441409	8885056205	PO BOX 52151	PHOENIX	AZ
<input type="checkbox"/>	ADVAZ0022	ADVANCED PCS	RX	B	7065441409	8006245060	PO BOX 52079	PHOENIX	AZ
<input type="checkbox"/>	AETNC0008	AETNA US HEALTHCARE	XM	B	7067871125	8007773240	P O BOX 26102	GREENSBORO	NC
<input type="checkbox"/>	AFLGA0002	AFLAC	OP	B	4436560333	7063233431	1932 WYNNNTON RD	COLUMBUS	GA
<input type="checkbox"/>	AFLGA0002	AFLAC	DN	B	4436560333	7063233431	1932 WYNNNTON RD	COLUMBUS	GA
<input type="checkbox"/>	AFLGA0002	AFLAC	VI	B	4436560333	7063233431	1932 WYNNNTON RD	COLUMBUS	GA
<input type="checkbox"/>	AFLGA0002	AFLAC	XM	B	4436560333	7063233431	1932 WYNNNTON RD	COLUMBUS	GA
<input type="checkbox"/>	AHAMO0002	AHA PREFERRED HEALTH CARE	XM	B	7067871125	8002901368	PO BOX 8530	KANSAS CITY	MO
<input type="checkbox"/>	ALAGA0001	ALAGAP DATA SYSTEM	XM	B	7039338321	70688850204	PO BOX 80017	LAGRANGE	GA
<input type="checkbox"/>	AMEPA0010	AMERICAN GENERAL PA	IP	B	7067871125	8008710260	P O BOX 307	LANGHORNE	PA

Showing 1 to 10 of 89 entries

**Figure 5-3: Health Insurance Carriers and Coverages List Page**

The Health Insurance Carriers and Coverages List page displays the carriers and their associated coverages whose POC telephone/fax numbers or coverage telephone/fax numbers match your query area code. Carriers with cross-reference IDs assigned to them are not displayed.

**Tip:** If there are no Health Insurance Carriers that match your query criteria, you can click the **Search Again** button to start over.

On the Health Insurance Carriers and Coverages List page, select the coverages for which you want to update the area code:

To select all of the listed carriers and coverages:

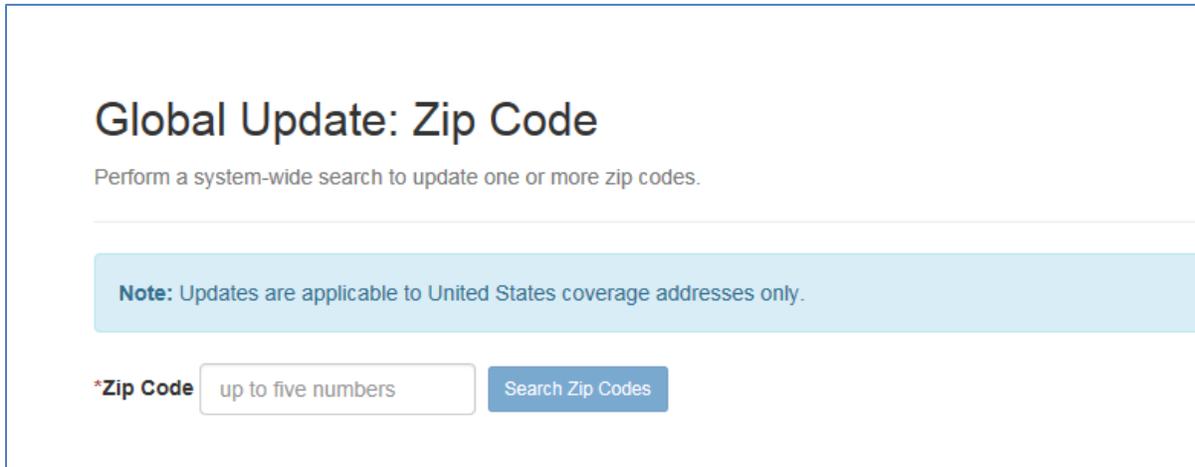
1. Click the **Select All** check box at the top of the page. (Clear the check box to clear all of the listed carriers and coverages.)
2. To select individual carriers and coverages, select the appropriate check boxes in the left margin of the page.
3. In the New Area Code field, type the area code that you want to replace for the selected carriers and coverages.
4. Click **Update** to save your changes. Click **Search Again** to enter new search criteria.

## 5.2 Updating a ZIP Code

**Note:** You can update the ZIP code for a Health Insurance Carrier (US zip codes only) if the carrier does not have a cross-reference ID assigned to it.

To perform a mass-replacement of a ZIP code:

1. Access the Global Updates menu from the navigation bar.
2. Select **ZIP Code**. The Global Update: ZIP Code Search page displays.



**Global Update: Zip Code**

Perform a system-wide search to update one or more zip codes.

**Note:** Updates are applicable to United States coverage addresses only.

\*Zip Code

**Figure 5-4: Global Update:ZIP Code Search**

3. Enter the ZIP code you want to update.
4. Click the **Search ZIP Codes** button. The Health Insurance Carriers and Coverages List page displays.

## Global Update: Zip Code

Search Again

Enter a new zip code and select applicable coverages to update.

\*New Zip Code


Reset
Update

Show 10 entries

<input type="checkbox"/>	HIC Name	HIC ID	CVG	PYR	Address	City	State	Zip
<input type="checkbox"/>	4 DOG INSURANCE	4DOCA0001	XM	B	PO BOX 3456	MONTEREY	CA	93940
<input type="checkbox"/>	4 DOG INSURANCE	4DOCA0001	VI	B	PO BOX 2345	MONTEREY	CA	93940
<input type="checkbox"/>	4611-CHOMP	461CA0001	RX	I	10 RAGSDALE DR. STE 101	MONTEREY	CA	93940
<input type="checkbox"/>	AUGUST INSURANCE	AUGCA0001	XM	B	P O BOX 123	MONTEREY	CA	93940
<input type="checkbox"/>	DIN	DINCA0001	XM	B	201 GLENWOOD CIR	MONTEREY	CA	93940
<input type="checkbox"/>	DMDC TEST 2015 JULY	DMDCA0004	DN	P	4TH FLOOR	SEASIDE	CA	93940
<input type="checkbox"/>	DMDC TEST 2015 JULY	DMDCA0004	MD	P	4TH FLOOR	SEASIDE	CA	93940
<input type="checkbox"/>	HIC FIELD DEFECT TEST	HICCA0007	MD	I	4TH FLOOR	SEASIDE	CA	93940
<input type="checkbox"/>	MACIFIC TEST INSURANCE	MACCA0003	XM	B	PO BOX M1	MONTEREY	CA	93940
<input type="checkbox"/>	MICHELE INSURANCE CO	MICCA0002	XM	B	PO BOX 123	MONTEREY	CA	93940

Showing 1 to 10 of 25 entries
Next

**Figure 5-5: Global Update:ZIP Code Health Insurance Carriers and Coverages**

The Health Insurance Carriers and Coverages List page displays the carriers and their associated coverages whose ZIP Code matches your query ZIP Code. Carriers with cross-reference IDs assigned to them are not displayed.

If there are no Health Insurance Carriers that match your query criteria, you can click the Search Again button to start over.

5. On the Health Insurance Carriers and Coverages List page, select the coverages that you want.
6. To select all of the listed carriers and coverages, select the Select All check box at the top of the page. (Clear the check box to clear all of the listed carriers and coverages.)
7. To select individual carriers and coverages, select the appropriate check boxes in the left margin of the page.
8. In the New ZIP Code field, type the ZIP code that you want to replace for the selected carriers and coverages.
9. Click **Update** to save your changes.

### 5.3 Updating a Cross-Reference HIC ID

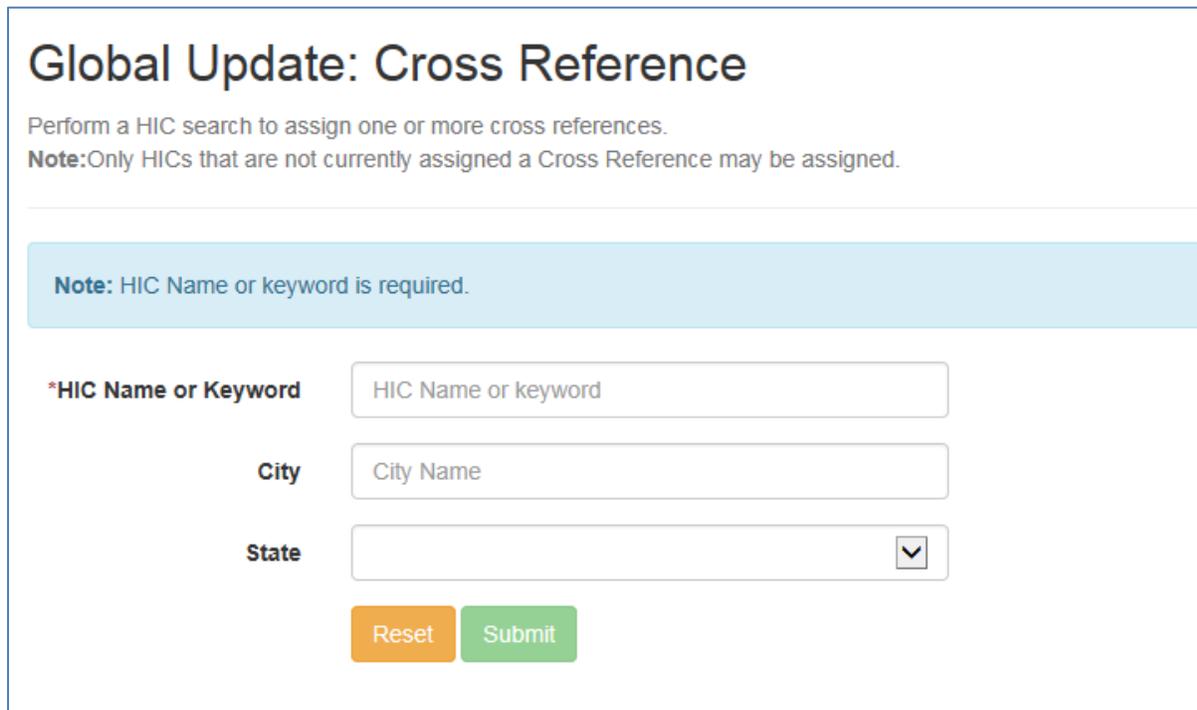
You can perform a cross-reference ID update on a Health Insurance Carrier only if the carrier does not have a cross-reference ID assigned to it.

This field is normally blank. When populated, this field signifies that the HIC you are viewing is obsolete and the HIC ID referenced in the Health Insurance Carrier Cross Reference field should be used instead.

HIC Cross Reference assignments are one level deep. Once a HIC ID is assigned, a HIC Cross Reference ID and the HIC that serves as the HIC Cross Reference ID cannot be assigned a HIC Cross Reference ID.

To perform a mass-replacement of cross-reference HIC Codes in the Standard Insurance Table:

1. Access the Global Updates menu from the navigation bar.
2. **Select Cross Reference.** The Global Update: Cross Reference search page displays.



**Global Update: Cross Reference**

Perform a HIC search to assign one or more cross references.

**Note:** Only HICs that are not currently assigned a Cross Reference may be assigned.

**Note:** HIC Name or keyword is required.

\*HIC Name or Keyword

City

State

**Figure 5-1: Global Update:Cross Reference**

Enter the information as follows:

- a) Type the first few letters of the Health Insurance Carrier name in the HIC Name field (required).
- b) To refine your search, you can enter the first few letters of the carrier's city name and/or select the state code from the drop-down list.
- c) To clear all of the fields and start over, click **Reset**.

1. Click **Submit** to display the Health Insurance Carriers and Coverages Cross Reference page.

### Global Update: Cross Reference

Select each coverage that should be updated and enter a new cross reference ID, then select Update Selected.  
**Note:**A HIC ID can not be assigned as a cross-reference for more than one HIC.

Show 10 entries

<input type="checkbox"/>	HIC ID	New Cross Reference	Existing Cross Reference	CVG	PYR	HIC Name	City	State
<input type="checkbox"/>	BAYFL0001	<input type="text"/>	None	XM	B	BAYCARE	JACKSONVILLE	FL
<input type="checkbox"/>	BAYMN0002	<input type="text"/>	None	RX	B	BAYCARE	BLOOMINGTON	MN

Showing 1 to 2 of 2 entries

**Figure 5-2: Global Update: Cross Reference Carrier List**

The Global Update Cross Reference page displays the carriers and their associated coverages that match your query criteria. **Note:** Carriers with cross-reference IDs already assigned to them are not displayed.

2. If there are no Health Insurance Carriers that match your query criteria, you can click the **Search Again** button to start over.
3. On the Health Insurance Carriers and Coverages List page, select the coverages that you want to update the cross-reference ID.  
To select all of the listed carriers and coverages, select the check box at the top of the page. Otherwise, to select individual carriers and coverages, select the appropriate check boxes in the left margin of the page.
4. In the New Cross Reference column, type the new HIC ID for each of the selected carriers and coverages.
5. Click **Update Selected** to complete the process.

## 6.0 Running Reports

The Reports function allows you to display a number of reports based on queries to the Standard Insurance Table.

To run a report:

1. Access the **Reports** menu from the navigation bar.

The screenshot shows the application's navigation bar with 'Reports' selected. The dropdown menu lists four report options. Below the menu, the 'Report: HIC Inquiry by Status Code' page is displayed. It includes a note: 'Note: HIC ID \*OR\* HIC name is required.' There are two search input fields: '\*HIC ID' (with a hint 'Up to 9 characters') and '\*HIC Name or Keyword' (with a hint 'HIC Name or keyword'). Below these are two columns of checkboxes for 'Coverage Types' and 'Payer Types'. The 'Coverage Types' list includes XM (Comprehensive Medical), MD (Medical Only), SN (Skilled Nursing), IP (Inpatient), VI (Vision), MH (Mental Health), RX (Pharmacy Only), DN (Dental), LT (Long Term Care), PH (Partial Hospitalization), and OP (Outpatient). The 'Payer Types' list includes B (Both Institutional and Professional), I (Institutional Only), P (Professional Only), and N (Non-billable). At the bottom are 'Reset' and 'Submit' buttons.

**Figure 6-1: Reports Menu**

2. On the Reports menu, select a report to run:
  - HIC Inquiry—Provides the ability to search the Standard Insurance Table (SIT) using most of the information fields and several sorting options. The resulting report lists the HIC ID, Coverage and Payer Type Codes, HIC Name, and address for each matching Health Insurance Carrier. Click anywhere in a row to open a new window that displays additional HIC details.
  - HIC Inquiry By Status Code—Provides the ability to search the SIT by HIC ID or HIC Name, HIC Status Code, and Verification Status Code, with limited sorting options. The resulting report lists the matching Health Insurance Carriers and their associated coverages.

- HIC Inquiry By Coverage Type—Provides the ability to search the SIT by HIC ID or HIC Name, Coverage Type Code and Coverage Payer Type Code, with limited sorting options. Produces the same report format as the HIC Inquiry By Status Code report.
- Cross Reference HIC IDs Inquiry—Provides the ability to search the SIT using HIC ID or Cross-Reference ID. The resulting report lists HIC IDs and their associated Cross-Reference IDs.

When you click a report link, the corresponding report search page displays.

3. On the search page, provide your search criteria in the fields.

**Note:** Not all fields are available for every report. For each report, you must provide search criteria for the fields marked with a red asterisk (\*). All other criteria fields are optional.

Field	Description
* HIC ID or * HIC Name	If you know the identification number(s) for the Health Insurance Carrier(s) that you want to display on your report, type it (or the first few characters) in the HIC ID field. Otherwise, type the first few letters of the Health Insurance Carrier name in the HIC Name field.
* Cross Reference ID	Type the Cross Reference ID (or the first few characters) in the corresponding field.
HIC Status Code	Click a checkbox to select one or more codes. Your choices are Cancelled, Deactivated, Placeholder, Standard, or Temporary. To retrieve HICs with any Status Code, leave this choice unselected.
Ver. Status Code	Click a checkbox to select one or more codes. Your choices are Unverified, Deactivated, or Verified.

Field	Description
Coverage Type Code	<p>Click a checkbox to select one or more codes. Your choices are:</p> <p><b>XM = Comprehensive Medical</b></p> <p><b>MD = Medical Only</b></p> <p><b>DN = Dental</b></p> <p><b>IP = Inpatient</b></p> <p><b>OP = Outpatient</b></p> <p><b>LT = Long Term Care</b></p> <p><b>RX = Pharmacy Only</b></p> <p><b>MH = Mental Health</b></p> <p><b>VI = Vision</b></p> <p><b>SN = Skilled Nursing</b></p> <p><b>PH = Partial Hospitalization</b></p>
Coverage Payer Type Code	<p>Click a checkbox to select one or more codes. Your choices are:</p> <p><b>B = Both Institutional and Professional</b></p> <p><b>I = Institutional Only</b></p> <p><b>P = Professional Only</b></p> <p><b>N = Nonbillable</b></p>
City	<p>Type the first few letters of the city name for the coverage's mailing address. Leave the field blank to disregard this selection.</p>
State Code	<p>Select a single name by clicking it, select multiple names by control-clicking individual names, or select multiple consecutive names by clicking the first name and shift-clicking the last one in the desired group. (You can deselect a name by clicking it again.).</p>
ZIP Code	<p>Type as many digits of the ZIP code for the coverage's mailing address as necessary for your report. Leave the field blank to disregard this selection.</p>

Field	Description
<b>Country</b>	<b>In the selection box, select the appropriate country name(s) for the coverage's mailing address: Select a single name by clicking it, select multiple names by control-clicking individual names, or select multiple consecutive names by clicking the first name and shift-clicking the last one in the desired group. (You can deselect a name by clicking it again.)</b>

4. To clear all of the fields and start over, click **Reset**.
5. When you have chosen your search criteria, click **Submit**. The selected report page displays.

**Note:** If there are no Health Insurance Carriers that match your query criteria, the report will be blank. You can click Search Reports (or Reports in the navigation bar) to start over.

For the HIC Inquiry report, you can click a column heading to sort the report by that column in ascending order. A sort indicator icon displays next to the column heading to show that the list is sorted on that column. Click the heading again (or the icon) to toggle the sort on that column between ascending or descending order.