Defense Enrollment Eligibility Reporting System (DEERS) Case Resolution Process: To receive and resolve DEERS eligibility issues

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Experience DEERS eligibility issue	Sponsor, or eligible dependent of sponsor, visits provider (e.g., doctor, dentist, identification facility) and experiences an eligibility issue with information in the DEERS/RAPIDS system. Sponsor contacts DEERS/RAPIDS Project Office (PO) via telephone, fax, or email for assistance. It is highly recommended the first contact for issue resolution be with the Sponsors local Project Office.				Sponsor could be any person eligible for a DEERS/RAPIDS account to include Soldier, Civilian Employee, and other Service Members.
2	Receive request	DEERS/RAPIDS Project Office (PO) receives request for assistance via telephone, fax, or email from Sponsor. Sponsor provides explanation of problem and supporting documentation (if contact made via fax or email).				
3	Request method?	DEERS/RAPIDS PO takes appropriate action depending on method of delivery by which the request is received. If the request is received via email or fax, the case is logged into the DEERS/RAPIDS Case Tracking System (DCTS). If the request is received via telephone DEERS/RAPIDS PO will access the supporting documents (e.g., marriage certificate) from the relevant system (e.g., iPERMS).				

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4	Log case (DCTS)	If the request is received via fax or email, DEERS/RAPIDS PO logs case into DEERS/RAPIDS Case Tracking System (DCTS).			DCTS	
5	Access supporting documents (Multiple Systems)	If the request is received via telephone, DEERS/RAPIDS PO accesses the supporting documents (e.g., marriage certificate) from the relevant system (e.g., iPERMS).			EE Database iPERMS RAPIDS SED TAPDB-G TRS Application	
6	Analyze case	DEERS/RAPIDS PO utilizes supporting documents to analyze the case, determine if additional documentation is required, and decide what DEERS data should be updated.				
7	Additional supporting documents required?	DEERS/RAPIDS PO determines if additional supporting documents are required to resolve case.				
8	Update data in DEERS (RAPIDS)	If no additional supporting documentation is required, DEERS/RAPIDS PO updates the Sponsor's data in DEERS via RAPIDS.			RAPIDS	
9	Log, close, and archive case (DCTS)	DEERS/RAPIDS PO logs and closes the case into DCTS and archives/stores the case file in the DEERS/RAPIDS Section filing cabinet for 90 days.			DCTS	
10	Request additional supporting documentation	If necessary, DEERS/RAPIDS PO requests additional supporting documentation from Sponsor via telephone.				

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
11	Send additional supporting documentation	Sponsor emails or faxes the required additional documentation to DEERS/RAPIDS PO.				
12	Receive additional supporting documentation	DEERS/RAPIDS PO receives additional documentation from Sponsor.				
13	Log case (DCTS)	DEERS/RAPIDS PO logs case into DCTS.			DCTS	
14	Analyze case	DEERS/RAPIDS PO utilizes supporting documents to analyze the case, determine if additional documentation is required, and decide what DEERS data should be updated.				If additional supporting documentation is still required, DEERS/RAPIDS PO continues to contact Sponsor until all required supporting documentation is received.
15	Able to fix error?	DEERS/RAPIDS PO determines if he/she is able to systematically fix the error.				
16	Update data in DEERS (RAPIDS)	If able to fix the error, DEERS/RAPIDS PO updates Sponsor's data in DEERS via RAPIDS.			RAPIDS	
17	Update, close, and archive case (DCTS)	DEERS/RAPIDS PO updates and closes the case in DCTS and archives/stores the case file in the DEERS/RAPIDS Section filing cabinet for 90 days.			DCTS	
18	Notify of resolution	DEERS/RAPIDS PO notifies Sponsor of case resolution.				
19	Forward to appropriate authority	If unable to fix the error, DEERS/RAPIDS PO forwards the case to Defense Manpower Data Center (DMDC), another Uniformed Services Project Office (SPO), or State G1 for resolution based on the diagnosed problem.				
20	Prepare DMDC Web Request	If forwarding case to DMDC, DEERS/RAPIDS PO prepares a DMDC Web Request (DWR) to explain case and required assistance.				

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
21	Work to resolution	DMDC Office receives emailed DWR from DEERS/RAPIDS PO and works the case to resolution.				
22	Update data in DEERS (DEERS)	Upon resolution of the case, DMDC Office updates Sponsor's data in DEERS.			DEERS	
23	Notify of resolution	DMDC Office notifies DEERS/RAPIDS PO via email or telephone of case resolution.				
24	Update, close, and archive case (DCTS)	If forwarding case to SPO, DEERS/RAPIDS PO updates and closes the case in DCTS and archives/stores the case file in the DEERS/RAPIDS Section filing cabinet for 90 days.			DCTS	
25	Work to resolution	SPO receives email request for error resolution assistance and supporting documentation included from DEERS/RAPIDS PO. SPO works the case to resolution.				
26	Update data in DEERS (RAPIDS)	Upon resolution of the case, SPO updates Sponsor's data in DEERS via RAPIDS.			RAPIDS	
27	Notify of resolution	SPO notifies Sponsor via email or telephone of case resolution.				
28	Update, close, and archive case (DCTS)	If forwarding case to State G-1, DEERS/RAPIDS PO updates and closes the case in DCTS and archives/stores the case file in the DEERS/RAPIDS Section filing cabinet for 90 days.			DCTS	
29	Work to resolution	State G-1 receives request for error resolution assistance and supporting documentation from DEERS/RAPIDS PO and works the case to resolution. If Sponsor requires immediate assistance (i.e., calling from doctor's office), DEERS/RAPIDS PO telephones State G-1; otherwise, an email is sent.				

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
30	Update date in SIDPERS (SIDPERS)	Upon resolution of the case, State G-1 updates Sponsor's data in SIDPERS.			SIDPERS	SIDPERS updates automatically feed DEERS on a regular schedule.
31	Notify of resolution	State G-1 notifies Sponsor via email or telephone of case resolution.				