

## **The Defense Enrollment Eligibility Reporting System (DEERS) Case Resolution Process: To receive and resolve DEERS information issues**

### **Point of Contact**

**Division:** Personnel Division (ARNG-HRP)

### **Description**

DEERS is a worldwide, computerized database of uniformed services members (sponsors), their eligible family members, and others who are eligible for Department of Defense (DoD) Identification Cards. This system provides accurate and timely information for supporting DoD ID smart cards. The Real Time Automated Personnel Identification System (RAPIDS) is the system utilized to communicate with DEERS through the DoD network and issue Identification Cards to eligible personnel.

The DEERS Case Resolution Process is applicable to personnel in the DEERS/RAPIDS Project Office (PO), all DEERS/RAPIDS Sponsors, and any administrative personnel involved with the Case Resolution Process. The purpose of the process is to troubleshoot any issues that DEERS/RAPIDS Sponsors encounter pertaining to information in the DEERS account. The process is used whenever a Sponsor has a problem with his/her DEERS account and contacts the DEERS PO. The process exists so that any and all issues pertaining to a DEERS account can be resolved through the DEERS/RAPIDS PO.

### **Regulations and Supporting Resources**

N/A

### **Documents and Forms**

N/A

### **Related Processes**

[TRICARE Early Eligibility \(EE\) Process](#)

To qualify and document Soldiers in receipt of valid alert or mobilization orders for early eligibility for TRICARE benefits

#### [TRICARE Problem Resolution Process](#)

To resolve administrative problems in TRICARE

#### [TRICARE Reserve Select \(TRS\) Process](#)

To enroll Soldiers in the TRS health plan

### **Systems**

#### [Defense Enrollment Eligibility Reporting System \(DEERS\)](#)

DEERS maintains personal and benefits information, including medical and dental for all Department of Defense (DoD) employees to include retirees and dependents.

DEERS/RAPIDS Case Tracking System (DCTS)

#### [Early Eligibility for Medical Benefits Database](#)

System used by ARNG-HRP-P to update Soldier's information for TRICARE Early Eligibility.

#### [Interactive Personnel Electronic Records Management System \(iPERMS\)](#)

iPERMS provides centralized storage location, controlled access, and safeguarding of the Official Military Personnel File (OMPF) and includes the Soldier's DA Photo. Access is limited and controlled by the G1 of each respective State. While in a deployed environment, access is granted by ARNG-HRP-R. Soldiers can access their individual file using their AKO login and password.

#### [Real-time Automated Personnel Identification System \(RAPIDS\)](#)

RAPIDS is the online application used to input and obtain data from DEERS in order to procure a CAC.

State Employee Database (SED)

The State Employee Database (SED) is a national database of employees of any of the 54 States and territories that are employed in direct support of the Army National Guard and Air National Guard and require network access. The SED provides a secure data feed to the Defense Manpower Data Center (DMDC) for inclusion of the State employees in the Defense Enrollment Eligibility Reporting System (DEERS) database for the purpose of obtaining a Department of Defense (DoD) Identification Card. Eligible State employees are placed in the database after meeting security screening requirements and then become eligible to obtain a DoD Identification Card through the Real Time Automated Personnel Identification System (RAPIDS) system. The SED is managed and maintained by the ARNG DEERS/RAPIDS Project Office for both the ARNG and the ANG.

#### [Total Army Personnel Database - Guard \(TAPDB-G\)](#)

The Total Army Personnel Database – Guard (TAPDB-G) is a data repository system designed to serve as an archive for personnel information for all ARNG personnel (officer and enlisted). The system is responsible for pushing information fed by Standard Installation/Division Personnel System (SIDPERS) transactions to the Integrated Total Army Personnel Database (ITAPDB).

#### [TRICARE Reserve Select \(TRS\) Web-Based Application](#)

The TRS Portal allows members of the Reserve Components (RC) to access instructions needed to enroll, and if eligible, purchase TRICARE Reserve Select Health Care benefits.

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