

Dental Readiness for Title 10/Title 32 AGR Soldiers Process: Obtaining dental treatment for Title 10/Title 32 AGR Soldier

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Experience dental problem and require dental attention?	The Soldier experiences dental problem or must seek dental attention (which may include Periodic Health Assessment).				
2	Locate DTF within 50 miles?	The Soldier determines if there is a Military Dental Treatment Facility (DTF) within 50 miles. A Soldier within 50 miles of a DTF must contact the DTF to schedule an appointment as the primary option for treatment. A Soldier who is not within 50 miles of a DTF must contact United Concordia to schedule an appointment for treatment.				
3	Contact DTF to schedule appointment	The Soldier will contact the DTF to schedule an appointment to obtain dental treatment.				
4	Confirm eligibility (DEERS)	The DTF representative determines the Soldier's eligibility to receive treatment at the DTF through Social Security Number (SSN) validation in Defense Enrollment Eligibility Reporting System (DEERS). If there is a problem with DEERS, the Soldier must go back to Personnel office. State Ops personnel representative must determine what the issue is; correct status in DEERS.			DEERS	
5	Schedule appointment	The DTF representative and the Soldier schedule and confirm an appointment for the Soldier to receive treatment.				

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6	Bring applicable dental documents to appointment	The Soldier provides the dentist with a blank copy of the SF603A or DD2813 and any additional dental documents for the purpose of ensuring dental exam results are documented correctly. Either form is acceptable, however, use of the SF603A is preferred if the dentist has received training regarding appropriate form completion standards. For dentists who have not received appropriate training, the DD2813 may be used as a substitute.		DD2813 SF603A		
7	Receive treatment from military or government contracted dentist	The Soldier receives dental treatment from a military or government contracted dentist to address the previously identified issue.				
8	Receive treatment at Army installation?	The Soldier determines if the treatment was completed at an Army installation. Processing of the Soldier's form and treatment information is dependent upon the type of facility where the treatment is performed.				
9	Carry paperwork and submit SF603A or DD2813	A Soldier who receives treatment from an alternative provider other than an Army installation must acquire and carry the dental records corresponding to any treatment received. The Soldier must also submit the SF603A or DD2813 to the Deputy State Surgeon (DSS).		DD2813 SF603A		
10	Receive SF603A or DD2813	The DSS receives a copy of the SF603A or DD2813 from the Soldier.		DD2813 SF603A		
11	Input SF603A or DD2813 (DENCLASS)	DSS inputs the information from the Soldier's SF603A or DD2813 into DENCLASS.		DD2813 SF603A	DENCLASS	

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12	DENCLASS updates Soldier's dental information in applicable systems and databases	DENCLASS creates automated SF603A from the original SF603A or DD2813. DENCLASS updates Corporate Dental Application (CDA) with Soldier's classification. CDA simultaneously performs two functions; (1) update Medical Protection System (MEDPROS) with class information, and (2) uploads the scanned SF603A and radiographs into Army Dental Digital Repository (ADDR). After receiving the information from CDA, MEDPROS forwards the information pertaining to dental class to Army Knowledge Online (AKO). AKO utilizes the Soldier's dental class information to update the Soldier's "My Medical" section. This alerts the Soldier of any changes in dental readiness status.		SF603A	ADDR AKO CDA MEDPROS DENCLASS	
13	Contact United Concordia (UC) for appointment	The Soldier must contact United Concordia. United Concordia is the insurance provider through which a Title 10 Soldier receives authorized dental care.				
14	Confirm eligibility in DEERS	The UC representative determines the Soldier's eligibility through Social Security Number (SSN) validation in DEERS.			DEERS	
15	Provide Soldier authorization and appointment with UC dentist	The UC representative schedules the Soldier for a dental appointment with a UC dentist.				
16	Bring applicable dental documents to appointment	The Soldier provides the dentist with a blank copy of the DD2813 form and any additional dental documents to ensure the dental exam results are documented correctly.				

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17	Receive treatment from UC dentist	The Soldier receives dental treatment to address the dental problem or dental need requiring attention identified in Step 1. At this appointment, the Soldier and dentist complete the DD2813.		DD2813		
18	Carry paperwork and submit DD2813	The Soldier takes the DD2813 and submits the form to the Soldier's applicable DSS.		DD2813		
19	Receive DD2813	The DSS receives the copy of the DD2813 from the Soldier.		DD2813		
20	Input DD2813 (DENCLASS)	The DSS inputs the DD2813 into DENCLASS to complete the Soldier record.		DD2813	DENCLASS	
21	Input SF603A (CDA)	The DTF Representative inputs the Soldier's updated SF603A into CDA.		SF603A	CDA	