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.

Document Date
December 2017

Document Version
3.01
# Document History

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0</td>
<td>September 2017</td>
<td>Redesign of UI and functionality for application v. 3.00.013</td>
</tr>
<tr>
<td>3.01</td>
<td>December 2017</td>
<td>Updates for application v3.01.005 and to align the online help with the user guide</td>
</tr>
</tbody>
</table>

(Please see previous versions for older history)
Contents

1.0 Overview of the SIT Verification Application ....................................................... 5
  1.1 Safeguarding Confidential Information................................................................. 5
  1.2 Privacy Notice ........................................................................................................ 5
  1.3 Contacting the DMDC Support Center..................................................................... 6

2.0 Application Basics .................................................................................................... 7
  2.1 Logging On................................................................................................................ 7
  2.2 Accessing Application Functions ............................................................................ 7
      2.2.1 Logging Off ....................................................................................................... 7

3.0 Managing HIC Information Overview .................................................................... 9
  3.1 Updating a HIC ........................................................................................................ 11
  3.2 Managing HIC Coverage Information .................................................................... 13
      3.2.1 Updating a Coverage ....................................................................................... 14
      3.2.2 Copying a Coverage ......................................................................................... 17
      3.2.3 Deactivating a Carrier ...................................................................................... 19
      3.2.4 Deactivating a Coverage .................................................................................. 20

4.0 Adding a Health Insurance Carrier ...................................................................... 23
  4.1 Adding a New Carrier ............................................................................................ 23
  4.2 Adding a Coverage ................................................................................................ 25
  4.3 E-mail Notifications .............................................................................................. 28

5.0 Performing Global Updates ................................................................................. 29
  5.1 Updating an Area Code ......................................................................................... 30
  5.2 Updating a ZIP Code ............................................................................................ 32
  5.3 Updating a Cross-Reference HIC ID ..................................................................... 33

6.0 Running Reports ..................................................................................................... 36
List of Figures

Figure 2-1: SIT Verification Web Application navigation bar .............................................................. 7
Figure 3-1: Search and Maintain Page .................................................................................................. 9
Figure 3-2: Maintain Page .................................................................................................................... 11
Figure 3-3: Insurance Carrier/Coverage View and Edit ....................................................................... 12
Figure 3-4: Carrier Maintain Page ....................................................................................................... 14
Figure 3-5: Edit Coverage Information ............................................................................................... 15
Figure 3-6: Copy Coverage .................................................................................................................. 17
Figure 3-7: Search HICs for Coverage Copy ....................................................................................... 18
Figure 3-8: Select HIC target .............................................................................................................. 18
Figure 3-9: Edit and Copy Coverage ................................................................................................... 19
Figure 3-10: Carrier List Page ............................................................................................................ 20
Figure 3-11: Deactivate HIC .............................................................................................................. 20
Figure 3-12: Deactivate Coverage ...................................................................................................... 21
Figure 3-13: Deactivate Confirmation ................................................................................................. 22
Figure 4-1: Add New Carrier .............................................................................................................. 23
Figure 4-2: Create New HIC .............................................................................................................. 24
Figure 4-3: Confirmation for New Carrier ........................................................................................... 25
Figure 4-4: Create/Add Coverage ....................................................................................................... 26
Figure 5-1: Global Update: Cross Reference ...................................................................................... 34
Figure 5-2: Global Update: Cross Reference Carrier List ................................................................. 35
Figure 6-1: Reports Menu .................................................................................................................... 36
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:

![SIT Verification Web App navigation bar]

*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.

![Figure 3-1: Search and Maintain Page](image)

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

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.
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:
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*):

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>This field displays the Health Insurance Carrier’s website address.</td>
</tr>
<tr>
<td>Cust. Service E-mail</td>
<td>This field displays the e-mail address for the Health Insurance Carrier's customer service department.</td>
</tr>
<tr>
<td>*POC Full Name</td>
<td>This field displays the name of the point of contact (POC) that submitted the request.</td>
</tr>
<tr>
<td>*POC Contact E-Mail</td>
<td>This field displays the e-mail address of the POC that submitted the request.</td>
</tr>
<tr>
<td>*POC Telephone No</td>
<td>This field displays the telephone number of the POC that submitted the request.</td>
</tr>
<tr>
<td>POC Telephone No Ext.</td>
<td>This field displays the telephone number extension of the POC that submitted the request.</td>
</tr>
<tr>
<td>Cross Reference HIC ID</td>
<td>If this Health Insurance Carrier is a duplicate, this field displays the HIC ID of the carrier to reference in its place.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

3. 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.

4. 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.

5. 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.

6. 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.

![Figure 3-4: Carrier Maintain Page](image)

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:
Figure 3-5: Edit Coverage Information

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIC Coverage</td>
<td></td>
</tr>
<tr>
<td>* Coverage Type</td>
<td>Use the drop-down list to enter the code that represents the type of service for this coverage:</td>
</tr>
<tr>
<td></td>
<td>XM = Comprehensive Medical</td>
</tr>
<tr>
<td></td>
<td>MD = Medical Only</td>
</tr>
<tr>
<td></td>
<td>DN = Dental</td>
</tr>
<tr>
<td></td>
<td>IP = Inpatient</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>OP</td>
<td>Outpatient</td>
</tr>
<tr>
<td>LT</td>
<td>Long Term Care</td>
</tr>
<tr>
<td>RX</td>
<td>Pharmacy Only</td>
</tr>
<tr>
<td>MH</td>
<td>Mental Health</td>
</tr>
<tr>
<td>VI</td>
<td>Vision</td>
</tr>
<tr>
<td>PH</td>
<td>Partial Hospitalization</td>
</tr>
<tr>
<td>SN</td>
<td>Skilled Nursing</td>
</tr>
</tbody>
</table>

* Coverage Payer Type

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

**Attention**

Type the mailing address “Attention” line information for the coverage.

**Address**

Type the street address or post office box in the mailing address for the coverage.

**City**

Type the city name in the mailing address for the coverage.

**State Code**

If the mailing address for the coverage is in the United States, you must type the appropriate state code in this field.

**ZIP Code**

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.

**ZIP Ext.**

Type the optional 4-digit ZIP+4 code for the coverage mailing address.

**Country**

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.”

**Standard Comments**

Enter comments as necessary. DEERS provides these comments on subscriptions and on reports.

**Local Comment**

This field displays a comment from the local holder of the SIT information.

**Website**

This field displays the Health Insurance Carrier’s website address.

**Ext.**

Type the telephone number extension for the coverage. Use
### Fax
Type the fax number for the coverage. Use numbers only.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax</td>
<td>numbers only.</td>
</tr>
</tbody>
</table>

#### 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.

![Figure 3-6: Copy Coverage](image)

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

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

4. 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:

1. Locate the carrier using the Search and Maintain page.
2. On the Maintain page, select the carrier by clicking the checkbox, and then click the Deactivate Carrier button on the Action menu.
The Deactivate HIC page displays:

3. 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:

1. Locate the carrier(s) using the Search and Maintain page.
2. 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.

3. The Deactivate Coverage page displays:

![Deactivate Coverage](image)

**Figure 3-12: Deactivate Coverage**

4. 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**.

5. Click the **Deactivate** button to confirm. You are prompted to complete the deactivation or cancel:
### Deactivate Coverage

<table>
<thead>
<tr>
<th>HIC Name</th>
<th>HIC ID</th>
<th>CVG</th>
<th>PYR</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC INSURANCE CORPORATION</td>
<td>ABCCA0009</td>
<td>DN</td>
<td>B</td>
<td>123 MAIN ST</td>
<td>SEASIDE</td>
<td>CA</td>
<td>93955</td>
<td>USA</td>
</tr>
</tbody>
</table>

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

- Yes, Deactivate
- No

**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](image)

2. You see the Create New HIC/CVG page:
You must provide data for the fields marked with a red asterisk (*).

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

---

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

---

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.

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 (*).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Coverage Type</td>
<td>Use the drop-down list to enter the code that represents the type of service for this coverage:</td>
</tr>
<tr>
<td></td>
<td>XM = Comprehensive Medical</td>
</tr>
<tr>
<td></td>
<td>MD = Medical Only</td>
</tr>
<tr>
<td></td>
<td>DN = Dental</td>
</tr>
</tbody>
</table>
### Field Descriptions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>Inpatient</td>
</tr>
<tr>
<td>OP</td>
<td>Outpatient</td>
</tr>
<tr>
<td>LT</td>
<td>Long Term Care</td>
</tr>
<tr>
<td>RX</td>
<td>Pharmacy Only</td>
</tr>
<tr>
<td>MH</td>
<td>Mental Health</td>
</tr>
<tr>
<td>VI</td>
<td>Vision</td>
</tr>
<tr>
<td>PH</td>
<td>Partial Hospitalization</td>
</tr>
<tr>
<td>SN</td>
<td>Skilled Nursing</td>
</tr>
</tbody>
</table>

#### Payer Type

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** = Nonbiable

#### Mailing Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention</td>
<td>Type the mailing address “Attention” line information for the coverage.</td>
</tr>
<tr>
<td>Address</td>
<td>Type the street address or post office box in the mailing address for the coverage.</td>
</tr>
<tr>
<td>City</td>
<td>Type the city name in the mailing address for the coverage.</td>
</tr>
<tr>
<td>State Code</td>
<td>If the mailing address for the coverage is in the United States, you must type the appropriate state code in this field.</td>
</tr>
<tr>
<td>ZIP Code</td>
<td>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.</td>
</tr>
<tr>
<td>ZIP Ext.</td>
<td>Type the optional 4-digit ZIP+4 code for the coverage mailing address.</td>
</tr>
<tr>
<td>Country</td>
<td>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.”</td>
</tr>
<tr>
<td>Standard Comments</td>
<td>Type these comments, as necessary. DEERS provides these comments on subscriptions and on reports.</td>
</tr>
<tr>
<td>Local Comment</td>
<td>This field displays a comment from the local holder of the SIT information.</td>
</tr>
<tr>
<td>Telephone</td>
<td>Type the telephone number for the coverage. Use numbers only—do not type dashes, spaces, or any other non-numeric characters.</td>
</tr>
<tr>
<td>Fax</td>
<td>Type the fax number for the coverage. Use numbers only.</td>
</tr>
</tbody>
</table>
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.

![Figure 5-1: Global Updates Menu](image)

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.

![Global Update Area Code Search Page](image)

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.
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.

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.
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](image)

**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 Carrier List](image)

**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.

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>* HIC ID or * HIC Name</td>
<td>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.</td>
</tr>
<tr>
<td>* Cross Reference ID</td>
<td>Type the Cross Reference ID (or the first few characters) in the corresponding field.</td>
</tr>
<tr>
<td>HIC Status Code</td>
<td>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.</td>
</tr>
<tr>
<td>Ver. Status Code</td>
<td>Click a checkbox to select one or more codes. Your choices are Unverified, Deactivated, or Verified.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Coverage Type Code</strong></td>
<td>Click a checkbox to select one or more codes. Your choices are:</td>
</tr>
<tr>
<td>XM</td>
<td>Comprehensive Medical</td>
</tr>
<tr>
<td>MD</td>
<td>Medical Only</td>
</tr>
<tr>
<td>DN</td>
<td>Dental</td>
</tr>
<tr>
<td>IP</td>
<td>Inpatient</td>
</tr>
<tr>
<td>OP</td>
<td>Outpatient</td>
</tr>
<tr>
<td>LT</td>
<td>Long Term Care</td>
</tr>
<tr>
<td>RX</td>
<td>Pharmacy Only</td>
</tr>
<tr>
<td>MH</td>
<td>Mental Health</td>
</tr>
<tr>
<td>VI</td>
<td>Vision</td>
</tr>
<tr>
<td>SN</td>
<td>Skilled Nursing</td>
</tr>
<tr>
<td>PH</td>
<td>Partial Hospitalization</td>
</tr>
<tr>
<td><strong>Coverage Payer Type Code</strong></td>
<td>Click a checkbox to select one or more codes. Your choices are:</td>
</tr>
<tr>
<td>B</td>
<td>Both Institutional and Professional</td>
</tr>
<tr>
<td>I</td>
<td>Institutional Only</td>
</tr>
<tr>
<td>P</td>
<td>Professional Only</td>
</tr>
<tr>
<td>N</td>
<td>Nonbillable</td>
</tr>
<tr>
<td><strong>City</strong></td>
<td>Type the first few letters of the city name for the coverage’s mailing address. Leave the field blank to disregard this selection.</td>
</tr>
<tr>
<td><strong>State Code</strong></td>
<td>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.).</td>
</tr>
<tr>
<td><strong>ZIP Code</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
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.