

## SUPPORTING STATEMENT - PART A

TriCare DoD/CHAMPUS Medical Claim Patient's Request for Medical Payment – 0720-0006

### 1. Need for the Information Collection

The DD-2642, "TRICARE DoD/ CHAMPUS Medical Claim Patient's Request for Medical Payment" form is used by TRICARE beneficiaries to claim reimbursement for medical expenses under the TRICARE Program (formerly the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)). The information collected will be used by TRICARE to determine beneficiary eligibility, other health insurance liability, certification that the beneficiary has the received care, and reimbursement for medical services received. This collection is authorized by 10 USC 55, "Medical and Dental Care."

### 2. Use of the Information

The respondents of this information collection are TRICARE beneficiaries which include active duty service members, retirees, family members, and others. The DD-2642 is used by beneficiaries to file for reimbursement of out-of-pocket costs paid to providers and suppliers for authorized health care services or supplies. The information collected by the DD-2642 also aids TRICARE in determining beneficiary eligibility, health insurance liability and to certify the beneficiary has received the medical care as indicated.

Respondents may obtain the DD-2642 by various methods. The DD-2642 may be completed online via the TRICARE website, [tricare.mil](http://tricare.mil). Additionally, respondents may print the form from the TRICARE website or the Department of Defense forms webpage, [www.esd.whs.mil/Directives/forms/](http://www.esd.whs.mil/Directives/forms/) and complete the DD-2642 by hand. Respondents may also call their designated regional contractor who can direct respondents on how to obtain the DD-2642. Respondents can identify their regional contractor through the TRICARE website. Respondents residing overseas may visit their local military treatment facility Tricare Service Center to request a copy of the DD-2642. Respondents may complete the DD-2642 online and submit it immediately, or in some cases, choose to mail their completed DD-2642 to their regional contractor. The regional contractor then enters the information into the TRICARE Record Encounter Data System. No associated invitations or communications are sent to respondents.

### 3. Use of Information Technology

75% of responses are collected electronically. Electronic responses are submitted through the [tricare.mil](http://tricare.mil) website.

### 4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

### 5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

This information is collected as required. In the United States and U.S. territories, claims must be filed within one year from the date of service, or one year from the date of discharge for inpatient care. The timely filing deadline for overseas claims is three years from the date of service. If a claim is returned for additional information, respondents must resubmit the claim within the timely filing deadline, or within 90 days of the notice - whichever date is later. Should this information be collected less frequently TRICARE beneficiaries may experience a delay in processing of medical claims and potentially may not receive reimbursement for out-of-pocket medical costs.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Tuesday, June 26, 2018. The 60-Day FRN citation is 83 FRN 29765.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Wednesday, August 29, 2018. The 30-Day FRN citation is 83 FRN 44034.

Part B: CONSULTATION

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

The DD-2642 requires a Privacy Act Statement (PAS), which is located at the top of the form.

This information collection requires a System of Record Notice (SORN). This collection is covered by EDTMA 04, "Medical/ Dental Claims History Files" and can be reviewed at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570707/edtma-04/>.

This information collection requires a Privacy Impact Assessment (PIA); sections 1 and 2 of the draft PIA for “Purchased Care Operations System (PCOS) – TRICARE Encounter Data (TED) has been submitted with this ICR.

**Records Retention and Disposition:**

"Records will be maintained in accordance with the following approved disposition schedule:

- Subject: TRICARE Contractor Claims Records
- Cutoff: Close out at end of the calendar year in which received
- Disposition: Destroy 10 year(s) after cut off
- OSD RCS Series #: 911-01
- NARA Authority: DAA-0330-2014-0014-0001

**11. Sensitive Questions**

This information collection does collect sensitive information, specifically Social Security Numbers (SSN). Historically, the SSN has been the primary identifier on the DD Form 2642 which the health care contractors use to verify beneficiary eligibility through the Defense Eligibility Enrollment Reporting System (DEERS).

The Defense Health Agency (DHA), as successor to the TRICARE Management Activity, has a SSN Reduction Plan for its Purchased Care Operations. The DHA plan is in-line and consistent with the Defense Manpower Data Center's (DMDC) plan to remove SSNs from DoD Identification (ID) Cards. Starting in late 2011, visibly printed SSNs were removed from DoD ID Cards. Two new codes (alternative ID numbers) are printed on the ID Card -- the DoD Benefits Number (DBN) and the Electronic Data Interchange-Personal Identifier (EDIPI). While both of these codes currently exist, they are not known to all DoD beneficiaries. Due to the ID card lifecycle, almost all active duty service members or active duty family member's cards have been updated. We acknowledge updates to retiree cards will be on-going for years, as they have “indefinite” card expiration dates. We anticipate those updates will be done as retirees received word on the SSN removal and opt to update their cards or when they update due to damage or lost cards. An SSN Justification Memo has been provided as part of the collection submission package to OMB.

**12. Respondent Burden and its Labor Costs**

**Part A: ESTIMATION OF RESPONDENT BURDEN**

- 1) DD-2642
  - a) Number of Respondents: 830,000
  - b) Number of Responses Per Respondent: 1
  - c) Number of Total Annual Responses: 830,000
  - d) Response Time: 15 minutes
  - e) Respondent Burden Hours: 207,500 hours
- 2) Total Submission Burden
  - a) Total Number of Respondents: 830,000

- b) Total Number of Annual Responses: 830,000
- c) Total Respondent Burden Hours: 207,500 hours

Part B: LABOR COST OF RESPONDENT BURDEN

- 1) DD-2642
  - a) Number of Total Annual Responses: 830,000
  - b) Response Time: 15 minutes
  - c) Respondent Hourly Wage: \$7.25
  - d) Labor Burden per Response: \$1.81
  - e) Total Labor Burden: \$1,504,375.00
- 2) Overall Labor Burden
  - a) Total Number of Annual Responses: 830,000
  - b) Total Labor Burden: \$1,504,375.00

The Respondent hourly wage was determined by using the [Department of Labor Wage Website] (<http://www.dol.gov/dol/topic/wages/index.htm>).

13. Respondent Costs Other Than Burden Hour Costs

Upon occasion, respondents may choose to submit their completed DD-2642 by mail. Using the current U.S. Postal Service Postage Rate of \$0.50 for a 1 oz First Class Mail Letter, we estimate respondents will spend \$103,750 annually on postage.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

- 1) DD-2642
  - a) Number of Total Annual Responses: 830,000
  - b) Processing Time per Response: 15 minutes
  - c) Hourly Wage of Worker(s) Processing Responses : \$7.25
  - d) Cost to Process Each Response: \$1.81
  - e) Total Cost to Process Responses: \$1,502,300.00
- 2) Overall Labor Burden to the Federal Government
  - a) Total Number of Annual Responses: 830,000
  - b) Total Labor Burden: \$1,502,300.00

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
  - a) Equipment: \$0.00
  - b) Printing: \$0.00
  - c) Postage: \$0.00
  - d) Software Purchases: \$0.00

- e) Licensing Costs: \$0.00
- f) Other: \$0.00

2) Total Operational and Maintenance Cost: \$0.00

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$1,502,300.00

2) Total Operational and Maintenance Costs: \$0.00.

3) Total Cost to the Federal Government: \$1,502,300.00

15. Reasons for Change in Burden

The burden has increased since the previous approval due to recalculation of respondent hourly wage, number of respondents, and hourly wage of workers processing responses.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.