Military OneSource Program
Case Management System Overview
Attachment 43

The Case Management System (CMS) will be used to track various services provided by Military OneSource (MOS) that are referred through the MOS call center. As a tool to evaluate program requirements, activities and success, the system will provide reporting on program utilization and participant demographics.

The CMS demo can be found via the following link: http://MCFPCMS.Demo.defenseweb.com (Temp User id: admin; Temp Password: MC&FPcm5).

Information obtained about the incoming calls will be entered in the system primarily by Triage Consultants. These consultants will provide program information and referrals, create and refer cases to MOS programs, or process crisis calls, depending on the needs of the caller. The MOS programs that a caller may be referred include the following:

- Non-Medical Counseling
- Spouse Education and Career Opportunities (SECO)
- Wounded Warrior Specialty Consult
- Specialty Consult
- Tax Services
- Financial Counseling
- Health & Wellness Coaching
- Interpretation and Document Translation

The EAP vendor will record the services provided for each case in the form of an After Action Report (AAR). The AAR will be associated to the case record within the CMS and will be used to document any follow-up activities performed and to close the case. The vendor will provide the AAR information using the CMS interface or via a web service.

End User System Requirements

The EAP vendor will need the following to access the CMS:

- Internet Explorer 7 or compatible browser
- High Speed Internet connection
- DoD approved External Certification Authority (ECA) user certificate - OR -
  CMS user account authentication using user id/password or CAC

After Action Report Web Service

In addition to the on-line real-time resources provided by the government CMS to enter and apply after action reports, the EAP vendor may choose to use the CMS web service. This web service is for After Action Reporting only.

The AAR web service enables the vendor to submit batches of AAR information to the CMS system. An AAR is a set of information that describes an event associated to a case. The information included in an AAR varies depending on the type of case and the type of event being described. Case types include, but are not limited to, Financial Counseling, Health and Wellness, and Tax Services. Contextual information must be included in AARs so that the information is associated with the correct case. The minimum context information required is the Participant and Case ID. The IDs will be provided to the Vendor/Sub Contractor employees by the Triage Consultant when the handoff of a case is performed.

The AAR web service will be implemented with a RESTful interface using XML. An XML schema will be provided to the vendor to pre-validate AAR submissions. Calls to the web service will use the HTTPs protocol. The vendor will be provided an Account ID and Secret Key to be used for Hash-based Message Authentication Code (HMAC) authentication of web service requests. Documentation will be provided on the hashing algorithm to be used for meeting the HMAC authentication requirement. The Vendor will provide an IP range from which web service requests will originate to enable IP address restrictions on the web service.

AAR Web Service Details:

- The AAR web service accepts batches of AAR information.
- Batch size is limited to 100 AAR submissions.
- Each AAR should have a unique reference number.
- Once an AAR submission has been processed successfully, subsequent submissions of that specific AAR will be ignored.
- The web service call response will include number of records processed, all of which will be categorized as successful, ignored, or failed. The response will also include information associated with each failed AAR submission.

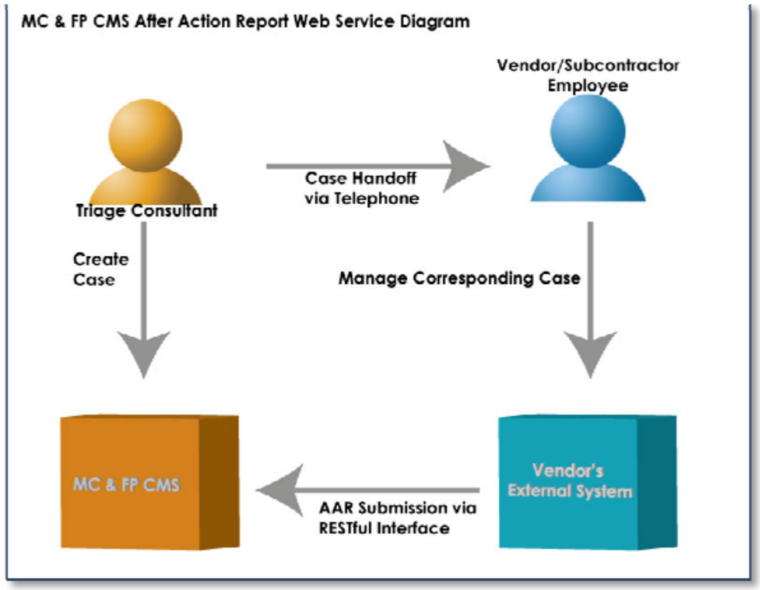

Figure 1: CMS After Action Report Information Diagram