

Information in this document includes listing of basic readiness requirements for USPHS Commissioned Corps officers and detailed instructions on completing bureaucratic requisites for each basic readiness requirement.

Each officer is responsible for ensuring individual Readiness qualification. Officers should be aware of the criteria evaluated to determine readiness qualification and remain mindful of effective duration as well as expiration of each criterion (i.e., License, APFT, BLS, Immunizations, medical exam, etc.).

Direct Access (DA) is the system of record. Officers should regularly review accuracy of their records as well as Readiness status in Direct Access.

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<sup>1</sup> Updates to readiness status in Direct Access are not immediate. System update procedures are executed every 48 hours by RedDOG to update readiness status in Direct Access.

**Legend:**

DA<sup>1</sup> -- Direct Access  
 SS -- Self-Service  
 MA -- Medical Affairs  
 LT -- Licensure Technician

REL -- Responder e-Learn  
 CG -- Coast Guard  
 SA -- Secure Area  
 n/a -- Not Applicable

CC -- Commissioned Corps  
 OPF -- Official Personnel Folder  
 RedDOG -- Readiness and Deployment Operation Group  
 CCMIS -- Commissioned Corps Management Information System Website

<sup>2</sup> Not a Readiness requirement

<sup>3</sup> Depends on type of waiver requested

## Annual Physical Fitness Test (APFT)

### **Renew: Every 12-months and before expiration of previous APFT**

Until 17 December 2015, the [current APFT standards](#) will remain in effect.

Beginning 18 December 2015, all officers must complete the [APFT in accordance with revised standards](#) ([http://ccmis.usphs.gov/CCMIS/PDF\\_docs/PHS%20APFT%20Procedures%20&%20Instructions.pdf](http://ccmis.usphs.gov/CCMIS/PDF_docs/PHS%20APFT%20Procedures%20&%20Instructions.pdf)).

*If a medical condition prohibits an officer from completing the APFT, the officer should contact Medical Affairs to obtain a condition specific waiver. See more information about Readiness waivers on page 9.*

### **Documentation Instructions:**

- Update APFT results via self-service menu in Direct Access at <https://portal.direct-access.us>
- Please note that officers are no longer required to submit the APFT form (POM 15-004, dated 14 May 2015, paragraph 5 states in part that, ...Effective immediately, officers should retain the Form PHS-7044 and are not required to submit the form to Medical Affairs. Any forms submitted to Medical Affairs will not be retained...)
- To update APFT results via self-service menu in Direct Access
  1. Go to <https://portal.direct-access.us>
  2. Log-in using your User ID and Password
  3. Click on “physical fitness” in self-service menu. Note: make sure you use the correct self-service menu.
  4. then click on “add new physical fitness exam”
  5. Enter the following information:
    1. Exam Date
    2. Evaluator Information
    3. Cardio Test results in minutes and seconds (Level must be at least 1 to pass)
    4. Upper Body Strength Test result (# of pushups) - (Level must be at least 1 to pass)
    5. Core Muscle Test result (# of crunches or time for sidebridge) - (Level must be at least 1 to pass)
    6. Flexibility Test (Toe Touch)
  6. Remember to click “SAVE” on bottom of page before you log out.

## Basic Life Support (BLS) Certification:

### **Renew: Every 24-months and before expiration of previous certification**

Officers must complete and maintain currency in one of the following approved certifications.

1. American Heart Association (AHA) Basic Life Support (BLS) for health care providers;
2. American Heart Association (AHA) Advanced Cardiac Life Support (ACLS); or
3. American Red Cross (ARC) CPR/AED for the professional rescuer.

AHA and ARC both offer partial online training for above listed certifications. Partial because proper completion of approved certifications requires a hands-on skills test in addition to written exam. At this

time, approved certifications cannot be completed online in entirety. For additional information, go to <http://www.heart.org> or <http://www.redcross.org>

### Documentation Instructions:

- Faxing BLS card to eOPF is no longer a readiness requirement.
- Update BLS certification via self-service menu in Direct Access at <https://portal.direct-access.us>
- To update BLS certification via self-service menu in Direct Access
  1. Go to <https://portal.direct-access.us>
  2. Log-in using your User ID and Password
  3. Click on “My Profile” in self-service menu
  4. then click on “Qualifications” tab
  5. scroll down to “Basic Life Support” section
    - a. If this is the first time you are entering BLS information
      - i. click on “add new basic life support” under BLS section
      - ii. Enter the letters BLS in BLS Code box
      - iii. enter expiration date (mm/dd/yyyy)
      - iv. click “OK” on bottom of page
      - v. then click “SAVE” on bottom of next page
    - b. If you are updating an existing BLS certification
      - i. click on “Edit” to the right of previously listed BLS
      - ii. update expiration date (mm/dd/yyyy)
      - iii. click “OK” on bottom of page
      - iv. then click “SAVE” on bottom of next page
- Following oversights frequently result in failure of BLS update in Direct Access.
  - a. When entering the new BLS expiration date, either manually type in the expiration in mm/dd/yyyy format, or
  - b. If selecting the date from calendar icon next to BLS expiration date field, make sure you select correct Year, Month AND select Date of expiration.
  - c. Many BLS certifications only indicate expiration month and year without a specific date. In that case, use last date of the month for new expiration date. For example, if BLS certification indicates expiration on April, 2014 or 4/2014, enter 04/30/2014 as the new expiration date.

## Immunizations

### Renew: As required and before expiration of previous immunization

#### Documentation Instructions:

- Submit immunization documents to medical affairs by following instructions at [http://dcp.psc.gov/ccmis/Medical%20Affairs/MA\\_immunizations\\_m.aspx](http://dcp.psc.gov/ccmis/Medical%20Affairs/MA_immunizations_m.aspx)
- DO NOT mail immunization documents unless directed by Medical Affairs

- Medical Affairs enters all medical information in Direct Access, NOT RedDOG.
- Following immunizations are required for Basic Readiness:
  1. **Hepatitis A**
    - a. 2 immunizations, or
    - b. Waiver, or
    - c. Positive titer confirming natural or acquired immunity
  2. **Hepatitis B**
    - a. 3 immunizations, or
    - b. Waiver, or
    - c. Positive titer confirming natural or acquired immunity
  3. **MMR (Measles, Mumps and Rubella)**
    - a. Measles
      - i. 2 MMR immunizations, or
      - ii. Waiver, or
      - iii. Positive titer
    - b. Mumps
      - i. 1 MMR immunization, or
      - ii. Waiver, or
      - iii. Positive titer
    - c. Rubella
      - i. 1 MMR immunization, or
      - ii. Waiver, or
      - iii. Positive titer 2 immunizations, or
  4. **Tetanus/Diphtheria TD** – Expires every 10 years
  5. **Varicella (Chickenpox):**
    - a. 2 immunizations, or
    - b. Waiver, or
    - c. Positive titer confirming natural or acquired immunity
  6. **Tuberculosis (PPD)**
    - a. Two negative tuberculin skin test (TST) results no greater than 12 months apart, or
    - b. A single negative interferon-gamma release assay (IGRA) test (e.g., QuantiFERON-TB Gold Test) result is sufficient evidence of the absence of infection with Mycobacterium tuberculosis (TB) and no additional annual TB screening is required.
    - c. In the absence of the negative TSTs within 12 months, the officer must continue annual TST screening until this requirement is met or obtain a single IGRA result.
    - d. Officers demonstrating a history of positive TST results and who have submitted supporting documentation to Medical Affairs indicating absence of active TB disease (i.e. medical evaluation including chest radiograph) are not required to comply with this TB screening requirement.
    - e. PPD is required annually unless you have 2 negative results recorded in less than 12 months. In that case, you will not be required to continue entering an annual PPD to meet readiness.
  7. **Influenza**
    - a. Obtain an influenza vaccination annually before December 31.

- b. A waiver also meets the requirement.

## Licensure/Certification

**Renew: As required and before expiration of previous Licensure/certification**

### **Documentation Instructions:**

1. Officers who are required to have a valid license/certification should review the information listed on the opening page of the Secure Area of the CCMIS website, ensure that
  - a. A copy of their most recent license/certification is in the eOPF, and
  - b. Current license/certification is reflected in Direct Access, and
  - c. That their PIR correctly reflects a compliant status.
2. Copies of current, valid licenses/certifications should be faxed to 240-453-6127, prior to the expiration of the previous licenses.
3. Only Licensure Technician in [DCCPR's Assignments Team](#) ([http://dcp.psc.gov/ccmis/ASSIGNMENTS\\_team\\_m.aspx](http://dcp.psc.gov/ccmis/ASSIGNMENTS_team_m.aspx)) can update or make changes to your professional license. Not, RedDOG.
4. Do not fax license/certification to either of the eOPF fax numbers!
5. All faxed license documents must show your PHS number.
6. Keep a copy of successful fax transmission for your record.
7. Questions and concerns regarding licenses and certifications may be directed to [phsccassignments@hhs.gov](mailto:phsccassignments@hhs.gov).

## Medical Exam

**Renew: Every 5-years and before expiration of previous medical exam**

### **Documentation Instructions:**

1. DD-2808 (Report of Medical Examination) is available at: <http://www.dtic.mil/whs/directives/forms/eforms/dd2808.pdf>  
 PHS-6355, Report of Dental Exam, is part of the 5-year Medical Exam and available at: [http://dcp.psc.gov/CCMIS/PDF\\_DOCS/PHS-6355plain.PDF](http://dcp.psc.gov/CCMIS/PDF_DOCS/PHS-6355plain.PDF)  
 Instructions for completing Medical Examination are available at: [http://dcp.psc.gov/CCMIS/PDF\\_docs/AGENERALINSTRUCTIONSVersion8.pdf](http://dcp.psc.gov/CCMIS/PDF_docs/AGENERALINSTRUCTIONSVersion8.pdf)
2. DO NOT FAX
3. Mail to Medical Affairs at: 1101 Wootton Parkway, Plaza Level, Suite 100, Rockville, MD 20852. Do Not mail to any other address, including address listed on the form (if different from 1101 Wootton Parkway address).
4. Although it is not required, you may want to send medical exam documents to Medical Affairs via traceable mail delivery (i.e., certified or registered mail) for self-assurance and record keeping.
5. Please note that ONLY [Medical Affairs](#) ([http://dcp.psc.gov/ccmis/DCCPR\\_medical\\_affairs\\_m.aspx](http://dcp.psc.gov/ccmis/DCCPR_medical_affairs_m.aspx)) can update your medical information (i.e., medical exam, immunizations, etc.) in your official records, including in Direct Access – NOT RedDOG. Therefore, please don't mail, e-mail, or fax copies of your medical documents to RedDOG unless specifically requested by RedDOG.

## Report of Medical History

**Renew: Every 12-months and before expiration of previous submission**

### **Documentation Instructions:**

Note: This is NOT a Readiness requirement at this time. Also, at this time, report of annual medical history is reviewed in connection with permanent promotion eligibility and not for temporary promotion eligibility.

1. Medical History Form DD-2807-1 (Report of Medical History) is available at:  
<http://www.dtic.mil/whs/directives/forms/eforms/dd2807-1.pdf>  
Instructions for completing DD-2807 are available at:  
[http://dcp.psc.gov/CCMIS/PDF\\_docs/AGENERALINSTRUCTIONSVersion8.pdf](http://dcp.psc.gov/CCMIS/PDF_docs/AGENERALINSTRUCTIONSVersion8.pdf)
2. DO NOT FAX
3. Mail to Medical Affairs at: 1101 Wootton Parkway, Plaza Level, Suite 100, Rockville, MD 20852. Do Not mail to any other address, including address listed on the form (if different from 1101 Wootton Parkway address).
4. Although it is not required, you may want to send medical exam documents to Medical Affairs via traceable mail delivery (i.e., certified or registered mail) for self-assurance and record keeping.
5. Please note that ONLY [Medical Affairs](http://dcp.psc.gov/ccmis/DCCPR_medical_affairs_m.aspx) ([http://dcp.psc.gov/ccmis/DCCPR\\_medical\\_affairs\\_m.aspx](http://dcp.psc.gov/ccmis/DCCPR_medical_affairs_m.aspx)) can update your medical information (i.e., medical exam, immunizations, etc.) in your official records, including in Direct Access – NOT RedDOG. Therefore, please don't mail, e-mail, or fax copies of your medical documents to RedDOG unless specifically requested by RedDOG.

## Readiness Course Completion

**Completion Frequency: One time**

### **Documentation Instructions:**

- To qualify at the Basic Readiness level, you must successfully complete 12 online training modules. At this time, Basic Readiness course completion requirement only needs to be satisfied one-time. To complete the modules:
  1. Go to: <https://responder-learn.hhs.gov/>
  2. Log-in using your Username and Password
  3. Click on “my courses” near top left of page
  4. Under “Available Courses”, select “OFRD”
  5. Then select, “Basic Readiness”. You should then see list of following 12 Basic Readiness courses
    - a. Course 110 - Disaster Response
    - b. Course 140 - Preventive Medicine for Field Operations
    - c. Course 141 - Health Consequences and Response
    - d. Course 142 - Disaster Triage
    - e. Course 180 - Infectious Disease Management
    - f. Course 182 - Terrorism

- g. Course 183 - ABCs of Bioterrorism
  - h. Course 217 - Safety and Security Awareness
  - i. [IS-100.B: Introduction to Incident Command System, ICS-100](#)
  - j. [IS-200.B: ICS for Single Resources and Initial Action Incidents](#)
  - k. [IS-700.A: National Incident Management System \(NIMS\) An Introduction](#)
  - l. [IS-800.B: National Response Framework, An Introduction](#)
6. Select the course you want to complete.
    - a. If you select one of the 8 RedDOG courses (Course 110, 140, 141, 142, 180, 182, 183, or 217), you will be taken to the “course information” page.
    - b. Near bottom center of “course information” page, there should be a drop-down arrow menu that says “Jump to”
    - c. Click on the arrow for desired option.
    - d. If you select one of the 4-FEMA courses (IS-100, IS-200, IS-700, or IS-800), you will be asked to click on link to FEMA’s web-site to complete the course. Click on “interactive web based course” under “Take This Course”.
  7. Satisfactory completion of all 12-courses is required to meet basic level of readiness. Satisfactory completion requires minimum test score of 80% AND completion of post-test surveys.
  8. Information about CE credit for each course is provided in “course overview” section.
  9. Not all e-Learn course modules offer CE credit.
  10. CE credits may or may not be accepted by officers’ particular professional credentialing authority.
    - Course completion records cannot be updated by officers from self-service in Direct Access. Instead, RedDOG downloads course completion data from [Responder e-Learn](#) (REL) and FEMA-EMI regularly to update course completion records in Direct Access.

If you successfully completed required (or optional) readiness courses, your course completion records should be listed in the “Qualifications” tab in “My Profile” section of “self-service” menu in Direct Access.

If you successfully completed required (or optional) readiness courses but your course completion records are not listed in “Qualifications” tab in “My Profile” section of “self-service” menu in Direct Access after a reasonable time frame (*2-weeks for REL courses and 4-weeks for FEMA-EMI courses*), send an email with course completion records<sup>1</sup>/certificates<sup>2</sup> attached to email as a PDF file to LCDR Nasser Mahmud at: [nasser.mahmud@hhs.gov](mailto:nasser.mahmud@hhs.gov). In the subject field of the email, write “Update Course Completion Records”.

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<sup>1</sup> REL course completion records can be downloaded or printed by logging into your [REL](#) account and clicking on “My Records” near top left of the webpage.

<sup>2</sup> FEMA course completion certificates can be downloaded or printed immediately after completion of each course or by following instructions in course completion confirmation email from FEMA-EMI.

## Personal Information

**Renew: As needed**

### **Documentation Instructions:**

1. Maintain via self-service menu in Direct Access at <https://portal.direct-access.us>
2. It is critical that your contact information, i.e., e-mails, phone numbers, addresses is kept up to date by you as the information in this section is utilized to inform you of your Readiness status and important changes in your official records.
3. Keeping your personal information up-to-date will also ensure your receipt of important Listserv communications frequently sent to all officers from Office of the Surgeon General, CCHQ, as well as the Readiness and Deployment Operations Group (RedDOG).

## Waivers

**Renew: As needed**

### **Instructions for Requesting Readiness Waivers:**

#### ▪ **Medical**

1. [Policy on medical waivers for readiness requirements](http://dcp.psc.gov/ccmis/ccis/documents/mc377.pdf) is available at <http://dcp.psc.gov/ccmis/ccis/documents/mc377.pdf>
2. Officers with an approved waiver will be exempt ONLY from Readiness requirements as annotated on the waiver. Readiness is comprised of 7 separate requirements which are: APFT, BLS, Immunizations, Licensure, Medical Exam, Readiness Courses, and Deployment Role. If an approved waiver does not specifically address exemption from any of the basic readiness requirement, Unless
3. If a medical condition prohibits an officer from completing certain aspects of the Readiness requirements, the officer **MUST** contact Medical Affairs to obtain a condition specific waiver.
4. Waivers are not automatic, even if Medical Affairs is aware of the medical condition.
5. Request for medical waiver should be obtained from medical care provider and mailed to Medical Affairs at: 1101 Wootton Parkway, Plaza Level, Suite 100, Rockville, MD 20852.

#### ▪ **Non-Medical**

1. Waivers due to international assignment or special circumstances can be requested by e-mail and granted on authority of Director, Readiness and Deployment Operations Group (RedDOG).
2. In case of international assignment, waiver for BLS, or APFT can be granted for 90-days past the officer's return to CONUS.
3. Request for waiver should include officer's name, PHS number, duty location (if OCONUS), nature of circumstances requiring the waiver, time length of the waiver, applicable dates, and any other pertinent information.
4. Request for waiver should be submitted through Agency Liaison to Director, Readiness and Deployment Operations Group (RedDOG) by e-mail at [nasser.mahmud@hhs.gov](mailto:nasser.mahmud@hhs.gov).

## Deployment Role

**Renew: Select once then update as needed**

### **Documentation Instructions:**

1. Select a deployment role via self-service menu in Direct Access at <https://portal.direct-access.us>
2. Log-in using your User ID and Password
3. From self-service menu in Direct Access, click on “my profile”
4. then click on the “qualifications” tab
5. Scroll down to click on “add readiness roles”
6. Select one or more deployment roles
7. Select primary role (whether you select one or multiple deployment roles, ONLY ONE deployment role should be selected as the “PRIMARY ROLE”)
8. Click “OK”
9. Click on “SAVE” on bottom of next page

## Clinical Hours (if applicable)

**Renew: As applicable**

### **Documentation Instructions:**

If your professional credentials allow you to operate in a clinical setting and you select a clinical deployment role, you must maintain clinical proficiency by accruing minimum of 80 clinical hours each year. Keep a record of clinical hours accrued. Projected systemic upgrades will allow for capability to maintain official electronic record of clinical hours. For applicable professions, maintaining clinical proficiency is recommended and encouraged. At this time however, requirement to sustain minimum level of clinical proficiency is only required of officers that choose to deploy in a clinical role.

## View Readiness status in Direct Access

**View anytime and regularly**

### **Instructions:**

1. go to Direct Access at <https://portal.direct-access.us>
2. Log-in using your User ID and Password
3. From “self-service” menu, click on “Readiness Status”
4. If you are Readiness qualified, the “Current Status:” will indicate “Basic Eligibility”.
5. If you are not Readiness qualified, the “Current Status:” will indicate “Not Qualified”. And, incomplete Readiness requirements would be listed under “Reasons for Current Status”.

## Language Skills, Passport Information and Nearest Airport

**Renew: As needed**

### **Documentation Instructions:**

1. All officers are required to self-report and maintain this information from the secure area on CCMIS website under the RedDOG section.
2. This information is used by RedDOG for efficient management of deployment operations and to identify officers that may possess qualifications to support unique mission requirements.
3. Please update this information by logging into secure area of the CCMIS website (same as logging in to eOPF). After logging in, click on “RedDOG” link at bottom of navigation menu in left column. On next page, click on “RedDOG Forms” tab and then select appropriate menu option.

## FMRB (Field Medical Readiness Badge/Award)

The FMRB recognizes officers who have met criteria beyond the required basic force readiness standards. It is awarded on the basis of proven knowledge and skill related to force readiness and performance while engaged in Corps deployment(s).

### **FMRB Eligibility Criteria**

To qualify for the FMRB, an officer must meet physical, training, deployment, and other eligibility criteria in addition to the basic force readiness standards defined in [Inst 812.04: -- Force Readiness Standards \(Old CCPM: MC 377\)](#).

- **Fitness Criteria** – Minimum fitness standard for FMRB eligibility requires achievement of: 75 points (“Excellent” level) in accordance with [APFT standards effective as of 12/18/2015](#); or Level-2 in accordance with [APFT standards effective until 12/17/2015](#). Minimum fitness level achievement must be current at the time FMRB eligibility is determined.
- **Training Criteria** – Complete the required online courses. For FMRB eligibility, the courses listed below must be completed in addition to the 12 courses required to meet basic level of Readiness. *To complete the FMRB Courses*
  1. Go to: <https://respondere-learn.hhs.gov/>
  2. Log-in using your Username and Password
  3. Click on “my courses” near top left of page
  4. Under “Available Courses”, select “OFRD”
  5. Then select, “FMRB”. You should then see list of courses required to meet FMRB eligibility.
  6. Select the course you want to complete.
    - a. Near bottom center of “course information” page, there should be a drop-down arrow menu that says “Jump to”
    - b. Click on the arrow for desired option.
- **Deployment Criteria** – Participate in one or more Corps deployments consisting of a minimum of 7 days. Deployment days may be accumulated from one or more deployments.

## Time Requirement

- FMRB eligibility criteria for fitness, training and deployment must be completed within a 3-year period. Fitness level must be current at the time FMRB eligibility is determined.

## FMRB Eligibility Determination Procedure

- Please do not submit self-nomination packages for FMRB or applications for determination of FMRB eligibility to Readiness and Deployment Operations Group (RedDOG).
- RedDOG regularly reviews FMRB eligibility of all officers following each quarterly Corps Readiness assessment.
- Officers that are found eligible for FMRB then undergo further administrative review, including adverse actions, and current readiness status.
- Final list of eligible officers is officially approved by Director, RedDOG and forwarded to DCCPR awards coordination staff for issuance of award and certificate.
- Once an officer has been duly authorized to wear the FMRB, he/she may continue to wear the FMRB throughout his/her career as an officer.

## Deployment History

### View anytime in secure log-in section of CCMIS website

- If you participated in a Corps deployment that was managed by RedDOG, you can view your deployment history for the last 3-years in [secure area of CCMIS website](#) under the RedDOG section. Older deployment records are maintained in RedDOG’s database archives.

### Corrections to deployment records

- If your deployment history is listed incorrectly, you can request correction by email to RedDOG. Request for correction should include either documentation to verify deployment or endorsement from requesting officer’s response team-leader. Email endorsements are acceptable. Timing of correction to records will significantly depend on adherence to these instructions. Request for correction should be e-mailed to [nasser.mahmud@hhs.gov](mailto:nasser.mahmud@hhs.gov) in following sample format.

PHS Number: 12345	Listed Deployment Start Date	Correct Deployment Start Date	Listed Deployment End Date	Correct Deployment End Date
Mission 1 name and/or ID	1/1/2015	1/5/2015	1/7/2015	2/5/2015
Mission 2 name and/or ID	None	4/10/2014	None	4/20/2015
Mission 3 name and/or ID etc.	Etc.	Etc.	Etc.	Etc.

*Frequently asked questions about deployment history and credit.*

**Question 1:** I deployed in support of xyz mission in 2005 and 2011. Whys aren't those deployments listed in my deployment history on CCMIS website?

**Answer 1:** Deployment history for only last 3-years can be viewed on CCMIS website due to technical limitations. Complete archive of officers' deployment history is maintained in RedDOG's database.

**Question 2:** Am I eligible to receive credit for my deployment by my Agency? OR  
I was not deployed by RedDOG for a specific mission but I was deployed by my Agency in support of same mission. Am I eligible to receive credit for the deployment?

**Answer 2:** To better answer these questions, Corps deployment must be defined first. Corps deployment is defined as a directed, temporary assignment of officers from their assigned duties within HHS OPDIVs/STAFFDIVs and non-HHS organizations by the President or Secretary, DHHS.

Once the mission requirements are established, RedDOG administers all Corps deployment operations for the designated mission from directed Corps activation start date to end date. Credit for participation in deployment is only granted when an officer is deployed by RedDOG between official start and end dates of the designated mission.

On rare occasion, RedDOG and federal agencies (that employ Corps officers) separately but simultaneously deploy Corps officers in support of the same mission. Most recently that occurred with 2014/2015 deployments in support of Ebola crisis. Under these circumstances, determination of deployment credit eligibility of an officer who was deployed by a federal agency rather than RedDOG rests with Director, RedDOG provided that officer's deployment by federal agency occurred during the Corps activation start and end dates for the designated mission.



## READINESS TIPS

- TO UPDATE YOUR INFORMATION IN DIRECT ACCESS, PLEASE ENSURE THAT YOU USE THE CORRECT SELF-SERVICE MENU AS SHOWN IN PICTURE BELOW.

The screenshot shows the United States Coast Guard Direct Access Self-Service interface. The 'Enterprise Menu' on the left lists various administrative functions, with 'Self Service' highlighted by a red arrow and labeled 'INCORRECT SELF-SERVICE MENU'. To the right, a separate window titled 'CORRECT SELF-SERVICE MENU' displays a grid of self-service options such as 'My Profile', 'Home and Mailing Address', 'Phone Numbers', 'My Email Addresses', 'Emergency Contacts', 'Ethnic Groups', 'My Job Preferences', 'Search Job Postings', 'Member Information', 'Training Summary', 'Immunizations', 'Waivers', 'Readiness Status', 'Physical Fitness', and 'Medical Exam', 'Supervisor'.

- During the months of March, June, September, and December, DCCPR, RedDOG and Medical Affairs (in particular), receive significantly more than average volume of documentation. All efforts are made to review and process the received documentation in a timely manner. At the same time, please keep in mind that information submitted in late March, June, September, and December may not be reviewed and processed until after 1st of the following month.
- For **Readiness assistance**, please fill out and submit a Readiness Assistance Form from the CCMIS log-in area under the RedDOG section or send an e-mail to RedDOG at [RedDOG@hhs.gov](mailto:RedDOG@hhs.gov)
- For **Direct Access technical support or password assistance**, go to: <http://www.uscg.mil/ppc/phs/> click on “contact PPC Customer Care” in left column on the webpage. This will automatically open an email message to Coast Guard using your default e-mail program. Fill out message details and send.
- For **CCMIS secure area log-in assistance**, send an e-mail to: [cchelpdesk@psc.gov](mailto:cchelpdesk@psc.gov)
- For **Responder e-Learn log-in assistance**, send an e-mail to: [ndmshelpdesk@hhs.gov](mailto:ndmshelpdesk@hhs.gov) or call (855) 423-2222 or (888) 202-3327. To request **new Responder e-Learn account**, send your request to LCDR Nasser Mahmud at [nasser.mahmud@hhs.gov](mailto:nasser.mahmud@hhs.gov)