



**U.S. PUBLIC HEALTH SERVICE COMMISSIONED CORPS
DIRECT ACCESS (DA) MIGRATION PROJECT UPDATE**

**CATEGORY: CUSTOMER SERVICE AND RESPONSIVENESS
TOPIC: Commissioned Corps Headquarters (CCHQ) Service Interruptions**

CRITICAL CCHQ AND DIRECT ACCESS DEADLINES FOR OFFICERS

Effective: 10/27/2015

The U.S. Public Health Service Commissioned Corps (Corps) is migrating active duty pay (ADP) and certain personnel functions to the U.S. Coast Guard's (USCG) Direct Access (DA) system on January 1, 2016. To prepare for this migration, Commissioned Corps Headquarters (CCHQ) must complete comprehensive system testing and preparation for this transition. In addition, following the migration, personnel and pay data must be tracked and monitored to ensure that the transition was successful. The dedication of personnel and time to accomplish these tasks over the next six months will disrupt normal delivery of CCHQ services. Our goal is a smooth transition for every officer and we apologize in advance for any inconvenience this may cause.

This document summarizes the following:

- Service Continuations
- Service Shutdowns
- Timelines and Deadlines
- Frequently Asked Questions (FAQs)

The Following Services Will NOT Be Interrupted or Offline During the Migration to Direct Access

- 2016 Promotion Year processes
- 2016 Annual COER
- Quarterly Readiness Reporting
- Policy Actions
- Fitness For Duty (FFD) requests
- Immunizations and Medical Exam Reviews
- Medical Waivers
- Readiness and Deployments

Service Shutdowns:

In preparation for the Direct Access migration and system shutdown from December, 18, 2015 to January 4, 2016, CCHQ must stop certain functions. Please see below for a list of services that will be off-line over the next few months in order for CCHQ to prepare for the systems migration to DA.

SERVICE	DATES OF CCHQ SERVICE SHUTDOWNS
Issuance of ID Cards through RAPIDs site at the Tower Building, Rockville, Maryland	October 27, 2015 – January 30, 2016
Nurse Recruitment Cancelled for November	November 1 – November 30, 2015 (estimated new time period for nurse recruitment is in Jan 2016)
Adjustments to Pay Entitlements	December 1, 2015 – March 31, 2016 (Approximate)
Processing of New Contracts	December 1, 2015 – March 31, 2016 (Approximate)
New Authorizations of Entitlements or Deductions	December 1, 2015 – March 31, 2016 (Approximate)

Timelines and Deadlines:

Please see below a list of upcoming deadlines for submitting forms and service requests for actions that require submission from officers directly. CCHQ will accept service requests again **after** DA goes live on January 5, 2016 and can begin processing once the system is fully operational. Effective dates for these service requests should be no earlier than February 1, 2016:

Friday, November 13, 2015

- Form PHS 1373 – Separation of Commissioned Officer
- Name Change Requests
- New Board Certified Pay Authorizations
- Civil Service Retirement Credit Date Changes

Friday, November 20, 2015

- Basic Allowance for Housing (BAH) changes (Marriage/Divorce/Child/Parent)
- Overseas Entitlements Requests
- Flight Pay/Sea Pay Requests

Friday, December 11, 2015

- Home Address Changes to Compensation
- Thrift Savings Plan (TSP) Catch-Up Requests
- Direct Deposit Changes
- Allotment Changes
- Tax Withholding Forms and Changes

Thursday, December 17, 2015

- Annual Physical Fitness Test (APFT) entered into Direct Access with [current standards](#). When DA comes back online on January 5, 2016, the content of self-reported APFT results will be updated with revised fitness standards ONLY. Therefore, after December 17, 2015, the APFT must be completed with the [revised standards](#).
- Last opportunity to update contact information in the Self-Service section of DA.

Thursday, December 31, 2015

- Immunization Data for Basic Readiness

Frequently Asked Questions (FAQs)

- 1) **Question: When can officers submit documents after the Direct Access shutdown?**
Answer: CCHQ will begin accepting documents and service requests **after** Direct Access reopens on January 5, 2016.
- 2) **Question: What if an officer is transferred during the Direct Access shutdown period?**
Answer: Since Direct Access will be offline from December 18, 2015 to January 4, 2016, CCHQ cannot process transfers during the shutdown period. It is critical that Agencies plan ahead and submit all transfer requests by the November 13, 2015 deadline. You are not authorized to depart your current duty station or report to a new duty station between the dates of December 18, 2015, and February 1, 2016. Dates for departing and reporting concerning a Permanent Change of Station will be determined by your Agency in close collaboration with CCHQ after January 5, 2015. Effective dates for transfers will be no earlier than February 1, 2015.
- 3) **Question: Will personnel actions be processed if the effective date is after December 18, 2015.**
Answer: No. All personnel action requests must be received by November 13, 2015 and must have an effective date prior to December 18, 2015 to be processed in the current payroll and personnel system. Requests received after November 13, 2015 will be processed after January 5, 2016 and the effective date will be determined by CCHQ.

To learn more about the migration to Direct Access, please visit the [Direct Access Migration Information](#) webpage. User guides and other training resources will be available soon to help guide you through the new system.

If you have questions about the DA Migration project, please email us at DAMigration@HHS.gov.