

FAQ's

Q: How can I get access to DISC?

A:

- DTFs: If you have not registered, please ask your DTF POC to complete the spreadsheet associated with this link: <https://secure.addp-ucci.com/ddpddw/info/private/dart-access.xhtml>. Only your DTF POC can request access. The DTF POC should note type of access request (DISC or DART+). Requests received from anyone other than a DTF POC will deny. For questions regarding the use of this feature, please call 1-866-984-ADDP (2337).
- HQ-level personnel: Request access through your service chain of command.

Q: Why aren't costs included in the DISC reports?

A: Costs are not included per direction of the Defense Health Agency (DHA). DISC uses cost information from paid claims. Claims data do not show actual costs to the Government. Government fees paid for each procedure code are contractually negotiated and proprietary in nature.

Q: Will the DTF be able to get their individual cost expenditures through DISC?

A: Currently, DHA and United Concordia are developing these reports. The date for when these reports will be available is undetermined as this time. We will inform users via the ADDP website and POC email upon availability.

Q: Why won't the PDFs open on my computer?

A: You may need Adobe Acrobat Reader 7 or newer to view the reports in DISC. If you do not have a compatible version of Acrobat Reader, you can download the newest version from the Adobe website.

Q: Why do I get different results when I run the same report on different days?

A: Information in DISC is based on the date the claim was paid. Reports run for the same time frame can differ if run on different days, as more claims information is added to the system on a daily basis