

INSIDE

- **Civilian Employee of the Year Awards**
- Inclement Weather Reminders
- Timely Communication: Tested Specimens
- Resolving Specimen Deficiency Errors
- CDD Feb Holiday Schedule
- POC site Update Reminders
- MRRS Update Request

NBIMC is located on the NSA Bethesda campus in Bldg. 17B.

Hours: 6 a.m. to 5 p.m.

Phone: 301-295-6590

E-mail:

dha.bethesda.wrnm.mc@health.mil

Civilian Employees of the Year:

On December 20th, 2024, two NBIMC employees were presented with awards and certifications for Civilian Employee of the Year (FY24). Ai Marrero Program Analyst (Figure 1), and Denise Chambers, Health Science Specialist and Disease Management Lead (not pictured), were acknowledged for their outstanding performance and leadership within the Navy and Marine Corps Force Health Protection Command. Both staff members have significantly contributed to NBIMC's mission, vision, and values. Ai Marrero received the Civilian Employee of the Year, Admin II, Fiscal Year 2024 award. Denise Chambers received a Certificate of Special Recognition, Science II, Fiscal Year 2024. NBIMC is extremely proud and grateful to have such exceptional individuals supporting our team's success.



Figure 1: CDR Marshall Hoffman, NBIMC OIC, presenting the Civilian Employee of the Year (FY24) award to Mrs. Ai Marrero, NBIMC Program Analyst.

ALL SUBMITTING LABORATORIES

Please see Inclement Weather message below:

Inclement Weather

Potential delays are possible for package deliveries due to inclement weather. Please be sure to keep track of your packages and monitor weather conditions when shipping specimens.

The FEDEX [Service Alerts page](#) is helpful for updated information regarding possible delays or service disruption.

Timely Communication: Tested Specimens

Increased Communication Information for Submitting Sites

NBIMC has recently received an increased number of emails from sites requesting assistance with resolving specimen issues. While NBIMC can assist with many issues.

For information on specimens marked with deficiency/reject codes, received by NBIMC via Deficiency Reports and emails, please contact CDD at Military@cddmedical.com.

For MRRS orders, NBIMC advises sites to contact the MRRS help desk. The website for MRRS customer support is <https://nesd-dwp.onbmc.mil> and their phone number and email address is 833-NESDNow (637-3669), nesd@nesd-mail.onbmc.mil.

For MHS Genesis orders, NBIMC advises sites to contact the MHS Genesis help desk. The phone number for MHS Genesis customer support is 1-800-600-9332 or DSN 312-838-3000 and they are available 24-hours. Additionally, if you are overseas, you can find country-specific support on the [MHS GENESIS](#) page. Help via chat and email can also be accessed via the [GSC online services portal](#) if you have a CAC.

To ensure your sites specimen issues are resolved in a timely matter, please use the additional help center support systems above. Contacting additional help desks immediately after receiving deficiency reports and emails from NBIMC can also result in timeliness responses and solutions. If issues continue to persist, please reach out to NBIMC via email - dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil.

Resolving Specimen Deficiency Errors

NBIMC has received numerous emails recently inquiring how to resolve deficiency errors for submitted test specimens. To efficiently resolve these reject errors, sites need to respond quickly deficiency reports and emails, sent by NBIMC. Please see the action plan below.

Actions for resolving specimen errors:

1. Identify your site's UIC or MHS # within the attached Deficiency report sent by NBIMC. Report names listed below.
 - D1 Pending/
"DODD1_TODAY_YYYYMMDD"
 - D2 Barcodes/ "DODDEF-
2H_YYYYMMDD"
 - Specimens about to be discarded/
"D1_DISCARDS_5 DAY
NOTIFICATION_YYYYMMDD"
 - D1 COR/ "D1_DISCARDS_COR
NOTIFICATION_YYYYMMDD"
 - Discarded barcodes/
"DODDEF_YYYYMMDD"
2. Next, locate the "Deficiency Code" number to the right of the barcode #(s) associated with your site's UIC
3. Reference the [Deficiency Codes rev.12.20](#), to find each Deficiency Code, Circumstances of each code, Status of Sample, Specific Deficiency info, Problem Categorization, and Necessary Action(s) for Site.
4. If you still have questions or concerns after reviewing the Necessary Action(s) for the Deficiency Code associated with your sites barcode(s) to resolve the reject error, please reach out to CDD via email.
 - CDD'S Group Email -
Military@cddmedical.com

HIV test status in MRRS not updated?

To request MRRS record update, please email dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil the Last, First Name and DoD ID number of any affected service member. NBIMC staff will review their results to ensure that tests resulted comply with Force Testing Requirements and update the records in MRRS accordingly.

To update a service member's HIV status in MRRS, NBIMC staff need a test result that is compliant with the Force testing requirements. This result needs to be from a **force testing HIV-1/2 AG/AB 4G.**

Please note that we cannot use civilian provider or (VA) result to update the HIV readiness in MRRS. HIV results from private/civilian/VA providers are not compliant with the SECNAVINST 5300.30 and DODI 6485.01 (Please see the link below). In these instructions, testing for HIV must be reported to the Defense Medical Surveillance System (DMSS) and the remaining serum must be sent to the DoD Serum Repository. The member will need to go to an MTF or a NOSC to get the appropriate test completed as indicated above.



DODI 6485.01
update.pdf



SECNAVINST
5300.30F - HIV HBV H

CDD February Holiday Schedule

CDD is open on

**Monday, February 17,
President Day- OPEN**

POC Site Update Reminders

The Center for Disease Detection (CDD) requests all POC's to inform CDD if/when they will be leaving a site. Additionally, POC's are required to inform CDD of any new POC's and/or any changes to the site's contact list. By continually communicating with CDD, all sites will remain up to date as staff changes occur, allowing for more up to date POC listings.

Please email Military@cddmedical.com; [dha.bethesda.Walter-Reed-Med-](mailto:dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil)

Rejection Metric Reports

NBIMC has developed Rejection Metric Reports for all laboratory sites to track deficiency data. Reports from January 2024 to December 2024 are now available. Your site will receive an email with reports, please review your site deficiencies data and contact us if you have any question.

- Total # of tests submitted per site/UIC
- Total # of rejections (D2-D9 deficiencies) per site/UIC
- Average percent rejects per site/UIC
- D4 reject totals broken down by D4 reject reasonings
- D1 COR errors & D1 COR % rejects per site/UIC

Site Specific Rejection Metric Reports are **available upon request**. Submit a report request via email to NBIMC Program Analysts:

Ai Marrero - ai.marrero.civ@health.mil
Julia Wolfrey - julia.d.wolfrey.ctr@health.mil