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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.wrnmmc.mbx.nbm@health.mil

The Review

NBIMC News, Updates, & Announcements

January 2026

Holiday Schedule: CDD and NBIMC Openings & Closures

CDD will be **OPEN** on **Monday, January 19, 2026 (MLK Day)**, and on **Monday, February 16, 2026 (Presidents Day)**.

NBIMC will be **CLOSED** on **Monday, January 19, 2026 (MLK Day)**, and on **Monday, February 16, 2026 (Presidents Day)**.

Action Required: Respond to Deficiency Emails & Keep Your POC Info Updated

To ensure efficient and accurate specimen processing, all site POCs must:

1. **Review and respond to deficiency emails received as necessary.** If any POCs have questions or need further information or clarification regarding deficiency codes, definitions, and action steps to correct rejections, please email CDD_Military@labcorp.com and dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil.
 - a. Please refer to all specimen submission guidelines (attached in deficiency emails) and include your site's UIC number(s) in all email correspondence to help NBIMC and CDD address any issues.
2. **Actively communicate any current and/or upcoming POC site changes.** Please email CDD_Military@labcorp.com and dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil with all POC site changes.
 - a. If NBIMC and CDD do not have up to date POC information, specimen rejections will not be effectively communicated, resulting in specimen processing delays and increased redraws.

Reminder: CDD Email Changes

CDD has transitioned to the @labcorp.com domain. Please use the new email addresses listed below for all communication with the CDD team as they are only able to respond via these email addresses.

Laura Broadbent: broadbl@labcorp.com

Armando Vazquez: vazqua2@labcorp.com

Teresa Sandoval: sandovt@labcorp.com

Military: CDD_Military@labcorp.com (note the underscore)

(broadbl@labcorp.com; vazqua2@labcorp.com; sandovt@labcorp.com; CDD_Military@labcorp.com;) Contact any team member with questions.

The Review

MHS Genesis: Having issues with results?

The order without a DOD ID number.

All results need a DOD ID number to find which record the barcode belongs to on the return trip to MHS Genesis. We have not been able to determine why the Cerner system sometimes omits sending CDD the DOD ID number. Any barcode without a DoD ID number associated will not show up in MHS Genesis results even if they were retransmitted. For assistance, please contact Cerner. If you are experiencing MHS Genesis issues due to double DoD ID, please contact DEERS for assistance.

MHS Genesis Order Transmission Issues

For MHS GENESIS order transmission issues, you should contact the **Global Service Center (GSC)** at **1-800-600-9332**. The GSC is available 24/7 for technical support with the MHS GENESIS system.

Helpful Hints for Shipping specimens using FEDEX.

Please include a copy of your shipping label in the package. When sending a CONUS box, please put a label on the top, on the side and one in the box. We had a few lost packages due to the shipping labels being pulled off during the transit. When the lost packages are found, FEDEX opens the boxes without labels in FedEx Over goods facility and they will be able to forward the package when they find additional shipping label in the box. This should significantly reduce specimen rejections due to missing shipping labels.

Please make sure that all the corners of the shipping label are securely taped down. If you are putting the shipping label pouch on a taped box, please tape. Please be aware of these changes and reach out to NBIMC at dha.bethesda.Walter-Reed-Med-Ctr.mbx.nbimc@health.mil with any questions or concerns.

ICE (Interactive Customer Evaluation)

To provide feedback or suggestions on NBIMC's service, please use this link: <https://ice.disa.mil/index.cfm?fa=card&sp=151849>

Rejection Metric Report

To assist in this effort, we've developed comprehensive Rejection Metric Reports for all participating laboratory sites. These reports provide valuable data on deficiencies, allowing labs to identify areas for improvement and optimize their processes. Want to see how your lab is performing? Request your customized Rejection Metric Report today. Simply send us an email to NBIMC Program Analysts: Julia Wolfrey and Ai Marrero

julia.d.wolfrey.ctr@health.mil;
ai.marrero.civ@health.mil.

including your:

- Site UIC
- Site Name
- Period of Report(s) desired

Rejection metric Reports include:

- Total 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

INCLEMENT WEATHER MESSAGE FOR ALL SUBMITTING LABORATORIES



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.