From:	CDC ATSDR Commissioned Corps Activity
Subject:	How to Contact CCA: Use Commissioned Corps Activity's Dedicated Drop Box and Mailboxes to Help Expedite Your Requests
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Human Resources Office
Commissioned Corps Activity (CCA)

How to Contact CCA: Use Commissioned Corps Activity's Dedicated Drop Box and Mailboxes to Help Expedite Your Requests

Need to leave documents for your assigned staff specialist? You may use Commissioned Corps Activity's dedicated, secured drop box located in the waiting area of the DEERS office on the first floor lobby of Corporate Square 11. Please place the documents in a manila envelope and address it to the attention of (ATTN:) the appropriate CCA staff specialist. The drop box is checked daily.

CCA receives a large number of inquiries and requests from officers, program officials, managers, and supervisors daily. We have established several dedicated functional CCA mailboxes to help us better track and respond to your requests. The boxes are monitored regularly throughout the workday.

VERY IMPORTANT: Send your requests and inquiries to **the relevant dedicated CCA mailbox and not to the individual CCA staff specialist.** Emailing or phoning your requests directly to a CCA staff specialist may result in a delayed response or unintended oversight of the request in the event the staff specialist is on leave, deployed, or out of the office.

Please note: SERNOs are no longer required with inquiries or requests.

Before you send an inquiry, we strongly encourage you to read any related material or information available on the Commissioned Corps Management Information System (CCMIS), and in our CCA SharePoint site Officer Resources library, under archived Listserv emails, or CCA Chronicles issues.

EXCEPTIONS: There are only two exceptions to the process above:

- For questions related to adverse actions, performance issues, or conduct issues, send your requests directly to CCA's career management officer, CAPT Terry Harrison, with copy to the CCA Director, CDR Deborah Dee and CCA Deputy Director, CAPT Todd Going.
- For questions related to TRICARE, healthcare coverage, or medical fitness for duty, please email CAPT Leslie Leonard.

The CCA functional mailboxes are:

CCA Team: CCATeam@cdc.gov – The previously separate CCA Team A and CCA Team B mailboxes have been combined.

- Staffing actions, billet updates, temporary duty assignments (TDYs), pay and allowances, and overseas issues
- CCA now receives and sends officer documents with PII such as personnel orders through the electronic Corps Mass Communication System (eCMCS) within the officer secure area of CCMIS.

CDC Atlanta DEERS: CDCAtlantaDEERS@cdc.gov

- Active duty Common Access Cards (CAC) or dependent ID cards, or other issues

related to DEERS

To schedule appointments for CAC/ID cards for active duty PHS officers and your dependents, you may also call 404-498-1800.

CCA Retirement: CCARetirement@cdc.gov

- Retirement counseling or related questions

CCA Awards: CCAAwards@cdc.gov

- Honor awards and service awards

CCA Officer Leave: CCAOfficerLeave@cdc.gov

- Leave policy, eCORPS issues (e.g., leave approver changes)

CCA Career Management and Counseling: CCACareerManagement@cdc.gov

- Career management, career counseling, COERs, performance management, promotions

CCA Health Professions Special Pays (HPSP): CCAHPSP@cdc.gov

- HPSP and T-HPSP forms and agreements and related questions

CCA Deployments: CCADeployment@cdc.gov

- Deployment questions, mission critical roster

CCA EIS: CCAEIS@cdc.gov

- Issues related to officers in or applicants to the EIS program

CCA Readiness: CCAReadiness@cdc.gov

- Questions or guidance related to readiness or correction of records related to readiness

Thank you for your cooperation. We strive to serve you with timely and exceptional customer service.

Commissioned Corps Activity (CCA)

ccateam@cdc.gov
http://intranet.cdc.gov/hro/about/commissioned-corps/index.html

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