



# **GUIDE TO RESOLUTION OF SYSTEMIC PERSONNEL PROBLEMS**

---

---

U.S. ARMY RESERVE COMMAND  
1401 DESHLER STREET SW  
FORT MCPHERSON, GA 30330-2000

1 NOVEMBER 2000



DEPARTMENT OF THE ARMY  
HEADQUARTERS, U.S. ARMY RESERVE COMMAND  
1401 DESHLER STREET SW  
FORT MCPHERSON, GA 30330-2000  
1 November 2000

Personnel - General

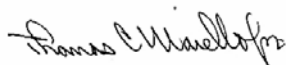
## GUIDE TO RESOLUTION OF SYSTEMIC PERSONNEL PROBLEMS

---

For the Commander:

**JOHN A. YINGLING**  
*Brigadier General,*

*U.S. Army*



Official:

*Chief of Staff*

**THOMAS C. MAIELLO, JR.**  
*Colonel, GS*  
*Army Reserve Chief Information Officer*

---

**History.** This is the third printing of USARC Pam 600-2. This pamphlet was originally published as an unofficial reference. The initial publication of USARC Pamphlet 600-2 was 1 December 1994.

**Summary.** This pamphlet contains information and guidance for the U.S. Army Reserve (USAR). Commanders and personnel at all levels in the chain of command can use this guide to assist them in understanding and guiding their soldiers through these common personnel problem issues.

**Applicability.** This pamphlet applies to all organizations and units subordinate to the U.S. Army Reserve Command (USARC). It impacts on unit readiness and mobilization. Local reproduction is authorized. A link to this pamphlet and other Command publications is on the USARC INTRANET at <http://usarcintra/>.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended changes to Publications and Blank Forms) directly to CDR, USARC, ATTN: AFRC-IG, 1401 Deshler Street SW, Fort McPherson, GA 30330-2000.

**DISTRIBUTION:** A

---

### CONTENTS

#### Chapter 1

##### Introduction

- Purpose • 1-1
- References • 1-2
- Explanation of abbreviations • 1-3
- General • 1-4

#### Chapter 2

##### Army Substance Abuse Program (SAP)

- Purpose • 2-1
- Process • 2-2
- Points of contact • 2-3
- References • 2-4

#### Chapter 3

##### Antedating Enlistment/Reenlistment

- Purpose • 3-1
- Process • 3-2
- Point of contact • 3-3
- References • 3-4

**Chapter 4**  
**Army Board for Corrections of Military Records (ABCMR)/**  
**Army Discharge Review Board (ADRB)**

Purpose • 4-1  
Process • 4-2  
Points of contact • 4-3  
References • 4-4

**Chapter 5**  
**Areas in Pay**

Purpose • 5-1  
Process • 5-2  
Points of contact • 5-3  
References • 5-4

**Chapter 6**  
**Chaplain Support**

Purpose • 6-1  
Facts • 6-2  
Points of contact • 6-3  
Reference • 6-4

**Chapter 7**  
**Colonel Command Selection Board**

Purpose • 7-1  
Process • 7-2  
Point of contact • 7-3  
References • 7-4

**Chapter 8**  
**Command Congressional and Special Inquiry Management**

Purpose • 8-1  
Background • 8-2  
Point of contact • 8-3  
References • 8-4

**Chapter 9**  
**Commissary, Exchange, and Morale Welfare and Recreation (MWR) Privileges**

Purpose • 9-1  
Exchange and MWR eligibility • 9-2  
Commissary entitlement • 9-3  
Points of contact • 9-4  
References • 9-5

**Chapter 10**  
**Dealing with Substandard Active Guard Reserve (AGR) Soldiers**

Purpose • 10-1  
Process • 10-2  
Points of contact • 10-3  
References • 10-4

**Chapter 11**  
**Defense Enrollment Eligibility Reporting System (DEERS)**

Purpose • 11-1  
Process • 11-2  
Points of contact • 11-3  
References • 11-4

## **Chapter 12**

### **Drug Demand Reduction (DDR) Program**

- Purpose • 12-1
- Mission • 12-2
- Background • 12-3
- Point of contact • 12-4
- Reference • 12-5

## **Chapter 13**

### **Extensions of AMEDD Officer Mandatory Removal Dates**

- Purpose • 13-1
- Eligibility • 13-2
- Exclusions • 13-3
- Point of contact • 13-4
- References • 13-5

## **Chapter 14**

### **Family Care Plans**

- Purpose • 14-1
- Process • 14-2
- Point of contact • 14-3
- References • 14-4

## **Chapter 15**

### **Health Professional Loan Repayment (HPLR) Program Checklist for Processing**

- Purpose • 15-1
- Process • 15-2
- Point of contact • 15-3
- References • 15-4

## **Chapter 16**

### **Human Immuno-deficiency Virus (HIV) Program**

- Purpose • 16-1
- Facts • 16-2
- Process • 16-3
- Point of contact • 16-4
- Reference. • 16-5

## **Chapter 17**

### **Incapacitation (INCAP) Pay Checklist**

- Purpose • 17-1
- Process • 17-2
- Points of contact • 17-3
- References • 17-4

## **Chapter 18**

### **Incentives**

- Purpose • 18-1
- Process • 18-2
- Points of contact • 18-3
- References • 18-4

## **Chapter 19**

### **Inspector General Action Requests (IGARs) System**

- Purpose • 19-1
- Process • 19-2
- Points of contact • 19-3
- Reference • 19-4

**Chapter 20**  
**Inspector General Nomination Packets**

Process • 20-1  
Points of contact • 20-2  
Reference • 20-3

**Chapter 21**  
**Line of Duty Investigation (LODI)**

Purpose • 21-1  
Process • 21-2  
Points of contact • 21-3  
Reference • 21-4

**Chapter 22**  
**Medical Benefits for Military Families**

Purpose • 22-1  
Facts • 22-2  
Identification procedures • 22-3  
Health Benefits Adviser • 22-4

**Chapter 23**  
**Medical Claims**

Purpose • 23-1  
Process • 23-2  
Points of contact • 23-3  
Reference • 23-4

**Chapter 24**  
**Military Police Report/Report of  
Disciplinary or Administrative Action**

Purpose • 24-1  
Process • 24-2  
Point of contact • 24-3  
Reference • 24-4

**Chapter 25**  
**Organizational Inspection Program (OIP)**

Purpose • 25-1  
Background • 25-2  
Process • 25-3  
Points of contact • 25-4  
References • 25-5

**Chapter 26**  
**Physical Evaluations**

Purpose • 26-1  
Training requirements • 26-2  
Procedures to obtain a physical evaluation • 26-3  
Point of contact • 26-4  
Reference • 26-5

**Chapter 27**  
**Reserve Component Incapacitation System (RCIS)**

Purpose • 27-1  
Process • 27-2  
Points of contact • 27-3  
References • 27-4

## **Chapter 28**

### **Retirement of AGR Officers After 20 Years Active Duty**

- Purpose • 28-1
- Process • 28-2
- Points of contact • 28-3
- References • 28-4

## **Chapter 29**

### **Retirement Points**

- Purpose • 29-1
- Process • 29-2
- Point of contact • 29-3
- References • 29-4

## **Chapter 30**

### **Retirement Points Corrections**

- Purpose • 30-1
- Process • 30-2
- Point of contact • 30-3
- References • 30-4

## **Chapter 31**

### **Selective Retention Board (SRB)**

- Purpose • 31-1
- Process • 31-2
- Points of contact • 31-3
- References • 31-4

## **Chapter 32**

### **Service Awards**

- Purpose • 32-1
- Process • 32-2
- Points of contact • 32-3
- References • 32-4

## **Chapter 33**

### **Servicemen's Group Life Insurance**

- Purpose • 33-1
- Process • 33-2
- Points of contact • 33-3
- Reference • 33-4

## **Chapter 34**

### **Soldiers' and Sailors' Civil Relief Act (SSCRA)**

- Purpose • 34-1
- Facts • 34-2
- Points of contact • 34-3

## **Chapter 35**

### **Student Loan Repayment Program (SLRP)**

#### **Checklist for Processing**

- Purpose • 35-1
- Process • 35-2
- Points of contact • 35-3
- Reference • 35-4

## **Chapter 36**

### **Survivor's Benefit Plan (SBP)**

Purpose • 36-1

Process • 36-2

Point of contact • 36-3

Reference • 36-4

## **Chapter 37**

### **TRICARE-Health Care Program for Military Families (Formerly CHAMPUS)**

Purpose • 37-1

Definition • 37-2

Eligibility • 37-3

Process • 37-4

TRICARE Regions • 37-5

Points of contact • 37-6

References • 37-7

## **Chapter 38**

### **20-Year Memorandum**

Purpose • 38-1

Process • 38-2

Points of contact • 38-3

References • 38-4

## **Chapter 39**

### **Internal Review (IR)**

Purpose • 39-1

Background • 39-2

Process • 39-3

Point of contact • 39-4

References • 39-5

## **Appendixes**

A. References

B. Approximate Point Value for Retirement Benefits

C. Telephone Numbers

## **Glossary**



**\*\*\*\*REMEMBER\*\*\*\***

**IF YOU HAVE A  
PROBLEM,  
GO TO YOUR  
CHAIN OF COMMAND  
FIRST!**



## **Chapter 1**

### **Introduction**

#### **1-1. Purpose**

This pamphlet provides information intended to assist with the resolution of systemic personnel problems.

#### **1-2. References**

Related publications are listed in appendix A and throughout the pamphlet.

#### **1-3. Explanation of abbreviations**

Abbreviations used in this pamphlet are explained in the glossary.

#### **1-4. General**

This document is a tool to assist commanders, staffs, and military technicians in the resolution of systemic problems common to USAR units. It is not intended to replace the vital links in the chain of command, but to facilitate the understanding of procedures to resolve problems associated with personnel issues.

## **Chapter 2**

### **Army Substance Abuse Program (SAP)**

#### **2-1. Purpose**

To provide information regarding the Army SAP. The Army SAP is a commander's program designed to enhance personnel readiness.

#### **2-2. Process**

The USAR program parallels the active Army's program as closely as possible. Key differences are resource constraint driven and include:

- a. Lower testing quotas in the USAR.
- b. No government-funded rehabilitation for Troop Program Unit (TPU) soldiers.
- c. Medical review officers are available at all MSCs to screen for prescribed drug use in accordance with AR 600-85.
- d. There are three mandatory military annual testing categories: aviation personnel, military police, and soldiers enrolled as Drill Sergeant candidates.
- e. Policies for mandated separation, reassignment, and retention actions for drug abusers and dependent (addicted) personnel are:
  - (1) Initiate separation action for all soldiers in the rank of sergeant (SGT) and above and all soldiers with 3 or more years time in service who are identified as illegal drug users.
  - (2) Initiate separation action for enlisted personnel who are identified as second-time drug offenses after a second offense.
  - (3) Army Reg 135-178, para 7-11c1, states that "other soldiers (first-time offenders) below the rank of SGT or with less than 3 years of total military service may be processed for discharge as appropriate." Soldiers, involved in serious instances of alcohol related misconduct, are considered for separation under the same criteria.

#### **2-3. Points of contact**

##### **(Unit Administrator (UA)/CDR/DCSPER/G1)**

- a. Staff Judge Advocate (SJA), MSC DDR Coordinator/Specialist.
- b. USARC DCSPER, Support Division, Unit Support Branch, ATTN: AFRC-PRH-S.
- d. USARC DCSPER, Enlisted Management Branch, ATTN: AFRC-PRP-E (for enlisted separations).
- e. USARC DCSPER, Officer Management Branch, ATTN: AFRC-PRP-O (for officer separations).

#### **2-4. References**

AR 135-175, AR 135-178, AR 600-85.

## **Chapter 3**

### **Antedation of Reenlistment**

#### **3-1. Purpose**

To request a contract be antedated when a soldier's reenlistment was delayed through no fault of his/her own.

#### **3-2. Process**

The drilling Reservist's unit should submit a request to antedate a reenlistment contract on behalf of the soldier, through the chain of command to AR-PERSCOM, ATTN: ARPC-SFS-I, with all relevant facts and a copy of the soldier's last contract and discharge orders.

#### **3-3. Point of contact**

USARC DCSPER, Enlisted Management Branch, ATTN: AFRC-PRP-E.

#### **3-4 Reference**

AR 140-111, para 5-15.

## **Chapter 4**

### **Army Board for Corrections of Military Records (ABCMR)/Army Discharge Review Board (ADRB)**

#### **4-1. Purpose**

To assist soldiers in correcting errors or injustices in their military records, including having his/her discharge reviewed.

#### **4-2. Process**

a. Use DD Form 149 to initiate correction of military records. Soldiers must satisfactorily establish a basis for a formal hearing by the board and submit sufficient evidence to show he or she suffered a wrong through error or injustice.

b. Use DD Form 293 to initiate review of a discharge. Former soldiers must establish a basis for a formal hearing by the board. Soldiers must use DD Form 293 if less than 15 years from date of discharge, and reason and authority is other than medical. Former soldier must submit sufficient evidence to show he or she suffered a "wrong" through error or injustice.

#### **4-3. Points of contact (UA/CDR/Soldier)**

Army Review Board Agency, ATTN: ARBA-SL

#### **4-4. References**

AR 15-180, AR 15-185, AR 600-8-104, Table 2-1.

## **Chapter 5**

### **Areas in Pay**

#### **5-1. Purpose**

Used for a soldier who transfers to the Individual Ready Reserve (IRR), Army National Guard, or Active Army and is owed USAR pay.

#### **5-2. Process**

Submit request (DD Form 827) to Defense Finance & Accounting Service (DFAS) with documentation.

#### **5-3. Points of contact**

a. UA/CDR, soldier, DFAS.

b. USARC, DCSCOMPT, Finance and Accounting Office, ATTN: AFRC-COF.

#### **5-4. References**

General Accounting Office (GAO) Manual, Title 5 USC 301, USARC Pam 37-1.

## **Chapter 6**

### **Chaplain Support**

#### **6-1. Purpose**

To provide information about the availability of the chaplain Unit Ministry Team (UMT) to assist in personnel support throughout the command/unit (the UMT consists of a chaplain officer and a chaplain assistant enlisted soldier).

#### **6-2. Facts**

a. The UMT provides direct and general religious support to the unit of assignment, at the battalion, brigade, division, corps, and installation levels, and in specialized settings. It provides support in the religiously pluralistic environment of the unit, regardless of the religious orientation of the soldier or chaplain.

(1) Direct religious support is the religious, spiritual, and moral support provided to all assigned or attached personnel.

(2) General religious support involves extending ministry to units without assigned UMTs. It may include denominational coverage to soldiers and family members needing specific denominational rites and sacraments.

b. The UMT is trained to assist any soldier/family member in such areas as: religious support, personal or family counseling, suicide awareness training, moral-ethical values training, funeral support, marriage rites, stress management, and other matters related to spiritual health.

#### **6-3. Points of Contact**

- a. Unit chaplain or chaplain assistant.
- b. USARC, Chaplain Office, ATTN: AFRC-CH.

#### **6-4. Reference**

AR 165-1

## **Chapter 7**

### **Colonel Command Selection Board**

#### **7-1. Purpose**

To provide information on the conduct of Colonel Command Selection Boards.

#### **7-2. Process**

The Colonel Command Selection Program is a centralized process. Selection boards are held twice annually, in St. Louis, MO. All eligible colonels and lieutenant colonels assigned to a TPU or the IRR may apply for consideration. The board announcement includes eligibility criteria. Approximately 6 months in advance of board convening dates, separate memorandums publish the board announcement and application procedures. Board membership consists of up to 15 general officers and one SJA colonel selected by the USARC commander, as the convening authority.

#### **7-3. Point of contact**

USARC, DCSPER, Officer Management Branch, ATTN: AFRC-PRP-O.

#### **7-4. References**

AR 140-10, USARC Reg 140-5.

## **Chapter 8**

### **Command Congressional and Special Inquiry Management**

#### **8-1. Purpose**

To outline the USARC's Command Congressional and Special Inquiry Management Program.

#### **8-2. Background**

The Office of the Chief of Legislative Liaison (OCLL), Headquarters, Department of the Army (HQDA), directly transmits the majority of inquiries. Inquiries are also received directly from Senators and Representatives. The USARC provides timely, consistent, factual, and fully coordinated responses within 10 working days of receipt. The USARC provides interim responses if additional time for research and staffing is required. Taskings are kept internal to the USARC to the fullest extent possible. It is frequently necessary to request information from dedicated point(s) of contact at the MSCs. To provide timely responses, the USARC transmits all taskings by facsimile. Inquiries require extensive research into the stated and unstated problems of the constituent.

#### **8-3. Point of contact**

USARC, DCSPER, Special Actions Branch, ATTN: AFRC-PRP-S.

#### **8-4. References**

AR 1-20, USARC Reg 1-2.

## **Chapter 9**

### **Commissary, Exchange, and Morale Welfare, and Recreation (MWR) Privileges**

#### **9-1. Purpose**

To outline privileges of Reserve soldiers.

#### **9-2. Exchange and MWR eligibility**

All Reserve soldiers, including Gray Area Retirees, in possession of DD Form 2A (RES), (RED), U.S. Armed Forces ID card, are eligible for unlimited access to Exchange and MWR facilities. Eligible family members in possession of DA Form 5431, Army Guard/Reserve Family Member ID Card, or DD Form 1173-1, DOD Guard/Reserve Family Member ID Card are also eligible.

#### **9-3. Commissary entitlement**

Gray Area Retirees are entitled to a Commissary Privilege Card (CPC) annually, authorizing 24 visits per year. Ready Reserve soldiers who have performed annual training or Active Duty for Training (ADT) are eligible for a CPC authorizing one visit per training day performed, up to 24 visits per year. Eligible family members may use the sponsor's CPC. The soldier's military ID or family member's Family Member ID Card must be shown with the CPC for access.

#### **9-4. Points of contact**

- a. Gray Area Retirees--AR-PERSCOM: ARPC-PAR.
- b. An IRR/IMA with less than 20 years service, AR-PERSCOM, ARPC-PAI.
- c. TPU—Unit Administrator

#### **9-5. References**

DODI 1000.13, DODD 1330.17, chapter 2.

## **Chapter 10**

### **Dealing with Substandard Active Guard Reserve (AGR) Soldiers**

#### **10-1. Purpose**

To provide commanders with alternatives available to them to deal with substandard AGR soldiers.

#### **10-2. Process**

- a. Options available to commanders in dealing with substandard AGR soldiers range from counseling to elimination actions.
- b. Steps and procedures differ significantly between officers and enlisted and depend on whether the soldier is involved in misconduct, moral or professional dereliction, or substandard performance.
- c. Before initiating any adverse actions, unit commanders are strongly advised to seek advice and direction from their next higher headquarters.

#### **10-3. Points of contact**

- a. Unit commander/administrator; MSC DCSPER/G1 full-time support (FTS) Manager.
- b. MSC FTS Manager; USARC DCSPER, FTS Branch, ATTN: AFRC-PRP-F.

#### **10-4. References**

AR 635-100, AR 635-200, FTSMD Commander's Guide for Dealing with Substandard Soldiers.

## **Chapter 11**

### **Defense Enrollment Eligibility Reporting System (DEERS)**

#### **11-1. Purpose**

To determine and maintain benefits eligibility for Active, Reserve, and Retired military personnel and their authorized family members. All military personnel and their family members are required to be enrolled in DEERS.

#### **11-2. Process**

- a. Individuals must keep their DEERS file current. If a DEERS file is not current, a soldier's CHAMPUS claim may be delayed or denied. Soldiers may update DEERS at the nearest military installation or DEERS Input Station. (Contact the installation or Input Station for hours of operation.) Family members need a completed DD Form 1172, Application for Uniform Services Identification Card DEERS Enrollment.
- b. Information reported to DEERS includes marriage, divorce, birth of a child, address, home phone number, death in the family, name change, reenlistment, promotion, and full-time student status (dependent children over 21 and under 23 of age who are enrolled in college on a full-time basis are considered full-time students.) For DEERS enrollment, soldiers must provide documentation to verify their status; e.g., marriage license, etc. The documentation is returned after the information has been verified. There is no documentation required to change an address or phone number.

#### **11-3. Points of contact**

- a. To determine if an individual is enrolled in DEERS, contact the DEERS Support Office--Toll Free 800-538-9552
- b. USARC, DCSPER, Family Readiness Office, ATTN: AFRC-PRF.

#### **11-4. References**

DOD 1341.1m, AR 600-8-14.

## **Chapter 12**

### **Drug Demand Reduction (DDR) Program**

#### **12-1. Purpose**

To provide information on the DDR Program.

#### **12-2. Mission**

Eliminate the illegal use of drugs by soldiers, civilian employees, and their families. Support DDR efforts within the Department of Defense (DOD) community where USARC units are located.

#### **12-3. Background**

a. The DDR encompasses all activities aimed at reducing the demand for drugs except for activities in support of civilian law enforcement activities. This includes drug prevention, education, testing, treatment, and DOD community awareness. The DDR also includes support to local civilian agencies conducting a variety of activities designed to deter drug use.

b. The USAR involvement in support of community efforts is primarily centered on volunteer efforts by citizen soldiers and assistance in the form of support provided by local Army Reserve units, limited within the DOD community.

c. The RSCs are using a USARC operations plan.

#### **12-4. Point of contact**

USARC, DCSPER, Support Division, Unit Support Branch, ATTN: AFRC-PRH-S.

#### **12-5. Reference**

AR 600-85, National Drug Control Strategy,  
The White House, Jan 96.

## **Chapter 13**

### **Extensions of Army Medical Department (AMEDD) Officer Mandatory Removal Dates (MRDs)**

#### **13-1. Purpose**

To provide information on AMEDD MRD extensions.

#### **13-2. Eligibility**

All AMEDD officers who possess a critical Area of Concentration (AOC) which is short of total Army mobilization requirements are eligible to be considered for extensions beyond normal MRD. Title 10 of US Code, Section 3855, authorizes retention of certain AMEDD officers until age 67. Reserve Component (RC) officers of the Medical Corps (MC), Dental Corps (DC), Veterinary Corps (VC), Army Nurse Corps (ANC), Army Medical Service Corps (AMSC) and former AOC 68-series officers of the Medical Service Corps (MSC) who are members of the Selected Reserve, IRR, or Standby (active) are eligible for consideration. The specialty of the officers must be short in total mobilization requirements.

#### **13-3. Exclusions**

a. The following officers are excluded: General officers or Colonels selected to fill general officer positions; MSC officers in the former 67-series AOC, now 70A67, 70B67, 70C67, 70D67, 70E67, 70F67, 70H67, 67J00, and 70K67; Standby Inactive officers; officers twice passed over for promotion; officers on a retired list or assigned to the Retired Reserve; and AGR officers.

b. Requests for extension beyond MRD must be submitted through appropriate channels to Commander, AR-PERSCOM, ATTN: DARP-PAT-R.

#### **13-4. Point of contact**

AR-PERSCOM, Personnel Services Division, ATTN: ARPC-PSP-T  
DSN 892-0640, (314-592-0640)

#### **13-5. Reference**

AR 140-10, ROPMA 1996.



## **Chapter 14**

### **Family Care Plans (FCP)**

#### **14-1. Purpose**

To provide information about FCP, as outlined in AR 600-20, Army Command Policy.

#### **14-2. Process**

a. All single parents, soldiers with spouses incapable of self care, pregnant soldiers without spouses or half of a dual military couple, and dual military couples with dependent family members will maintain FCPs to ensure soldiers' deployability and to ensure adequate care is provided to dependent family members in the soldiers' absence. Unit commanders will approve FCPs and validate them at least annually on the birth month within the calendar year for active duty soldiers and Reserve TPU soldiers. Members of the IRR must have valid FCPs when they are called to active duty.

b. The FCPs include powers of attorney for guardians and escorts; certificates of acceptance as guardian/escort; identification card application and accompanying documents; allotment forms and/or other financial support documentation; and letters of instruction to guardian(s)/escort(s) providing additional pertinent information.

#### **14-3. Point of contact**

USARC, DCSPER, Family Readiness Office, ATTN: AFRC-PRF.

#### **14-4. References**

AR 600-20, FORSCOM Reg 500-3-3.

## **Chapter 15**

### **Health Professional Loan Repayment (HPLR) Program Checklist for Processing**

#### **15-1. Purpose**

To provide a checklist to follow when submitting for HPLR.

#### **15-2. Process**

a. Determine eligibility for HPLR IAW AR 135-7, para 7-3. Criteria includes:

(1) Soldier is a Selected Reserve soldier, commissioned in the MC or ANC after 30 Sep 85 and before 1 Oct 93.

(2) Submit DA Form 5536-R, DD Form 2475, with copies of the soldier's loan agreement on a DA Form 200 (Transmittal Record) to Directorate of Resource Management, 1948 S. 11th Ave., ATTN: AFRC-FM-RMR-M, HPLR, Bldg 1951, Ft McCoy, WI 54656-5122.

(3) DA Form 5536-R must be completed upon assignment to the Selected Reserves or thereafter on meeting all eligibility criteria.

(4) Soldier will receive \$3,000 maximum aggregate per year, or the remaining balance of the loan(s), whichever is less.

(5) Interest is not payable.

(6) Defaulted loans are not payable.

(7) Anniversary year starts upon signing of DA Form 5536-R.

(8) Loans must be a year old on the last day of the officer's anniversary year.

(9) Review AR 135-7 for applicable medical/nursing specialties.

#### **15-3. Points of contact**

Directorate of Resource Mgmt, ATTN: AFRC-FM-RMR-M (HPLR)

#### **15-4. Reference**

AR 135-7.

## Chapter 16

### Human Immuno-deficiency Virus (HIV) Program

#### 16-1. Purpose

To provide information on the HIV Program.

#### 16-2. Facts

- a. Tests for HIV are required at the following times:
  - (1) Within 5 years prior to departure date of Continental United States (CONUS) or Outside Continental U.S. (OCONUS) duty for training of 30 days or less.
  - (2) Within 6 months prior to report date of any period of duty of more than 30 days, whether CONUS or OCONUS.
  - (3) As part of all periodic physical examinations.
  - (4) Within 5 years prior to transfer from the IRR to the Selected Reserve.
  - (5) Every 5 years for USAR soldiers not on active duty; every 2 years for soldiers on active duty, including those in AGR status.
- b. The HIV test must be performed by a DOD-approved facility.

#### 16-3. Process

- a. Soldiers identified as HIV positive receive a second confirmation blood test. No flag is initiated; however, close personnel management is essential. If the second test is negative, a third test may be required. If the final determination is that the soldier is negative, no further action is taken and all associated paperwork in the case is destroyed. If positive, soldiers are given 30 days to:
  - (1) Request discharge (enlisted)/resignation (officer).
  - (2) Request transfer to Standby (Active) or Retired Reserve (if eligible).
  - (3) Remain a TPU member. In order to continue membership, soldiers must obtain a fit-for-duty physical exam at his/her own expense. If found "FIT," the USARC can retain a soldier in a vacant, nondeployable position (i.e., no OCONUS mission upon activation) that is within the soldier's commute area and matches their grade and MOS/AOC. If no position can be found within 30 days of being found "FIT," options in AR 600-611, paragraph 15-3a(1), 15-3a(2), and 15-3a(4) apply. If found "NOT FIT," soldier can no longer remain a TPU member.
  - (4) Do nothing and be involuntarily transferred to the Standby Reserve (Active).
- b. Notification of receipt of initial and subsequent HIV positive test results are made face-to-face, individually, and privately by a physician. The USARC publishes all transfer orders on HIV positive soldiers that involve assignment out of present RSC. The USARC directs transfer actions through command channels. The TPU initiates and submits the DA Form 4651-R, Request for Reserve Component Assignment or Attachment, with the soldier's records through command channels established by the RSC HIV coordinator to the USARC HIV Program Manager. The TPU must send records double enveloped, addressed to the HIV Manager, by name, and marked "***Do not open in mailroom. To be opened by addressee only.***" The USARC HIV Program Manager reviews documentation in the record to ensure proper audit trail and procedure compliance prior to coordinating publication of the order. The USARC HIV Program Manager repackages and ships the record and order to the newly assigned RSC HIV coordinator or to the AR-PERSCOM HIV Manager, as applicable.
- c. If the soldier elects to have a physical exam, it must be provided within 90 days of selecting that option. The exam results are submitted through command channels to the USARC Surgeon. The USARC Surgeon determines fitness for duty. If the soldier is found "FIT," the RSC attempts to identify a vacant nondeployable billet in the soldier's grade and MOS/AOC within commute distance. If such a billet is found, soldier is reassigned, and must then have an annual physical exam at their own expense for USARC Surgeon's review of continued fitness for duty. (See AR 600-110, para 15a(3) for further guidance.) If they fail to meet suspense requirements of submission of any physical exam associated with this program, the soldier is subject to involuntary transfer to the Standby Reserve (Active).

#### 16-4. Point of contact

USARC, DCSPER, Support Division, Unit Support Branch, ATTN: AFRC-PRH-S.

#### 16-5. Reference

AR 600-110.

## Chapter 17 Incapacitation (INCAP) Pay Checklist

### 17-1. Purpose.

To provide guidance on the preparation of INCAP Pay claims.

### 17-2. Process

#### Section I--Routine Claims

Submit the following documentation:

- a. DA Form 200, Transmittal Record. Must be completed by unit for all initial and subsequent claims (original signature and date required.)
- b. USARC Form 24-R, Individual Claim for Active Duty Pay and Allowances. (Original signature and date required).
  - (1) Required for initial and all subsequent claims.
  - (2) Remarks section must indicate claim period (may only be maximum of 1 month per claim and may not cross calendar month).
  - (3) If soldier performed any military duty during this claim period, the dates and type of duty must be included in the Remarks section.
- c. Approved Line of Duty Investigation (LODI) on DA Form 2173 (Statement of Medical Examination and Duty Status).
  - (1) Copy required for all claim submissions.
  - (2) Must be complete, to include date of injury and training dates.
  - (3) Must include approval statement ("BY AUTHORITY OF THE SECRETARY OF THE ARMY") from Approving Authority.
  - (4) If formal LODI is required or directed by higher headquarters, unit must submit DD Form 261 (LODI).
- d. Incapacitation Pay Monthly Claim Form (USARC Form 46-R).
  - (1) Required for initial and all subsequent claims. (original signature and date required).
  - (2) May only be for a maximum of 1 month and may not cross calendar months.
  - (3) Must indicate inclusive period of the claim.
  - (4) Must indicate soldier's employment status during the claim period.
  - (5) Dates and dollar amounts must agree in all sections.
  - (6) Photocopies and cross-outs/white-outs of figures are not acceptable.
  - (7) Soldier must indicate all income from all sources. Must provide pay stubs/other documentation indicating amount received.
  - (8) If soldier worked a partial month, or period claimed is less than 1 month, statement must indicate amount of earned nonmilitary income for the entire claim month. If none, must so state.
  - (9) Proof of prior year's earned income (tax records, prior year's pay stubs) must be provided if soldier is unemployed, seasonally employed, family employed, or self-employed.
  - (10) If form states soldier has received sick leave or disability compensation, specific dollar amounts must be given and must be for the current period.
- e. Soldier's Acknowledgment of Incapacitation Pay Counseling (USARC Form 46-1-R).
  - (1) Unit commander ensures soldier is briefed on all items listed.
  - (2) Original must be completed and included with initial claim.
  - (3) Photocopies may be used for subsequent claims.
- f. Military Physician's Statement of Soldier's Incapacitation/Fitness for Duty (USARC Form 46-2-R)
  - (1) Must be signed and dated by attending military physician.
  - (2) Must indicate inclusive period that the soldier is incapacitated.

#### Section II--Requests to Exceed the 6-Month Statutory Limitation

Submit the following documentation:

- a. Commander's Request Memorandum. Commanders may recommend consideration for a waiver of the 6-month statutory limitation by preparing a Commander's Request Memorandum for extension IAW AR 135-381, chapter 4, NLT the fourth month of incapacitation. Any requests, after the fourth month, are to be accompanied by a memorandum signed by the Chief Executive Officer of the MSC.
- b. Completed and approved Line-of-Duty.
- c. Information concerning the soldier's civilian earnings. Copies of USARC Form 46-R, from previous payments are used for this purpose.
- d. The military physician's statement regarding the medical prognosis of the soldier's condition. The USARC Form 46-2-R, can be used for this purpose, or a memorandum from the Patient Administration Division of the Military Treatment Facility.

- e. Must provide copies of all medical documentation from date of injury to present.
- f. Information regarding disability processing action/medical board action (MEB/PEB) must be provided.
- g. Copy of USARC Form 46-1-R must be provided.

#### **17-3. Points of contact**

UA/CDR/DCSPER/G1/USARC

- a. Reserve Component Pay Support Office (RCPSO).
- b. Supporting installation (SI) Hospital Patient Administration Division (PAD) (RC Liaison).
- c. USARC, DCSPER, Personnel Management Division, Special Actions Branch, ATTN: AFRC-PRP-S.

#### **17-4. References**

AR 40-3, AR 135-381, AR 385-40, AR 600-8-1, USARC Reg 140-3.

## **Chapter 18 Incentives**

#### **18-1. Purpose**

To provide information about incentive programs; e.g., bonuses, Montgomery GI Bill, Student Loan Repayment Program, HPLR/Specialized Training Assistance Program. Used to encourage personnel to remain in the Reserves.

#### **18-2. Process**

Call Points of Contact listed below for specific eligibility criteria.

#### **18-3. Points of contact**

- a. UA/CDR/MS/USARC, DCSPER, Retention Transition Division (RTD), ATTN: DAAR-RT.
- b. SMD, AR-PERSCOM
- c. Veterans' Administration

#### **18-4. Reference**

AR 135-7.

## **Chapter 19 Inspector General Action Requests (IGARs) System**

#### **19-1. Purpose**

An IGAR is the complaint, allegation, request for help (assistance), the act of presenting complaints, allegations or requests for help to an IG.

#### **19-2. Process**

Anyone may submit an IGAR. Inspectors General receive IGARs on a walk-in, call-in, write-in, or referral basis. After receipt of the IGAR, the IG identifies the issues and allegations and determines if it is appropriate for the IG to handle or whether the request should be forwarded to another office. The IG acknowledges receipt of the IGAR to the submitter (if known), conducts the inquiry or investigation, if appropriate, and reports the findings to the proper submitter, command, or agency, as appropriate.

#### **19-3. Points of contact**

- a. Commander
- b. MSC IG
- c. CONUSA IG
- d. USARC IG, Assistance and Investigations Division, ATTN: AFRC-IGA.

#### **19-4. Reference**

AR 20-1.

**TO RESOLVE ANY PROBLEMS, GO THROUGH YOUR  
CHAIN OF COMMAND FIRST**

## **Chapter 20**

### **Inspector General Nomination Packets**

#### **20-1. Process**

Submit nomination packets for IGs 4-5 months prior to the anticipated start date of the nominee's tour. Paragraph 2-3b(3) of AR 20-1 lists the required documents to submit. The Performance fiche (P-fiche) has been difficult for some units to provide. Often an officer will have a P-fiche he or she has reviewed for a recent promotion board; this one may be used. Submit a profiled hard copy of all Officer Evaluation Reports (OER) if they are not on the P-fiche. Request units call AR-PERSCOM IG to assist in obtaining the profiled OERs or the P-fiche prior to submitting the nomination packet.

#### **20-2. Points of contact**

- a. Commander
- b. MSC IG
- c. AR-PERSCOM IG
- d. USARC, IG, ATTN: AFRC-IG

#### **20-3. Reference**

AR 20-1.

## **Chapter 21**

### **Line of Duty Investigation (LODI)**

#### **21-1. Purpose**

To determine if injury, illness, disease, or death to service personnel occurred in the line-of-duty. Used to determine who pays compensatory damages for injuries, disability retirement, separation, and incapacitation pay. Required for personnel who are injured when in an official duty status.

#### **21-2. Process**

Commanders ensure that when an RC soldier dies or sustains or aggravates an injury, illness, or disease, while in a duty status that actions are taken to expedite the LODI. The unit initiates the LODI and forwards it through MSC to Casualty Area Command for approval. An informal LODI is completed within 7 calendar days of notification of injury. If a formal LODI is required, the formal LODI investigating officer should be a full-time soldier. The LODI is completed within 21 calendar days of notification of injury.

#### **21-3. Points of contact**

- a. UA/CDR, DCSPER,/G1/Treating Physician.
- b. USARC, DCSPER, Support Division, Unit Support Branch, ATTN: AFRC-PRH-S.

#### **21-4. Reference**

AR 600-8-1.

## **Chapter 22**

### **Medical Benefits for Military Families**

#### **22-1. Purpose**

To provide information about medical benefits.

#### **22-2. Facts**

Family members of Reserve soldiers ordered to active duty for more than 30 days are eligible for TRICARE. Benefits begin the first day of the military sponsor's active duty. At that time, eligible family members may choose to receive health care through the Military Health Services System (MHSS). In the MHSS, eligible family members will have access to the benefits included in two TRICARE health plan options: TRICARE Standard (also known as CHAMPUS) in areas where the TRICARE managed care program is in operation and TRICARE Extra where it is available. If the sponsor is issued active duty orders for 180 days or longer, eligible family members have the option to enroll in TRICARE Prime, which is available in areas where TRICARE has been fully implemented.

Upon reaching age 60, retirees and their family members can use the triple option health plan. Retiring military personnel and their families, age 65 and older, are eligible to receive health care benefits under the Medicare system, and are not eligible for TRICARE.

### **22-3. Identification procedures**

The family member must be enrolled in DEERS, have a valid ID card, and keep a copy of their sponsors orders to receive medical benefits.

### **22-4. Health Benefits Adviser**

Direct questions to your nearest Army Health Benefits Adviser at your servicing Medical Treatment Facility or Medical Center.

## **Chapter 23 Medical Claims**

### **23-1. Purpose**

The government may pay civilian ambulance/hospital/doctor bills when USAR soldiers are injured while on active duty or IDT and treated at civilian facilities on a case-by-case basis.

### **23-2. Process**

Unit initiates LODI and submits it through MSC to SI hospital PAD for review. If approved, the bills are paid by the SI F&AO.

### **23-3. Points of contact**

UA/CDR/DCSPER/G1

- a. SI Hospital PAD (RC Liaison).
- b. SI F&AO.
- c. USARC, DCSPER, Unit Support Branch, ATTN: AFRC-PRH-S

### **23-4. Reference**

AR 40-3.

## **Chapter 24 Military Police Report/Report of Disciplinary or Administrative Action**

### **24-1. Purpose**

To provide information to commanders regarding the disposition and processing of DA Form 3975, Military Police Report, and DA Form 4833, Report of Disciplinary or Administrative Action.

### **24-2. Process**

- a. Military police use DA Form 3975 to record information or complaints observed by or reported to them. Military police record offenses or incidents involving USAR soldiers while training on active installations on these reports.
- b. The installation Provost Marshal uses DA Form 4833 with DA Form 3975 to forward DA Form 3975 to the USAR chain of command. The commander completes the form, indicating the disciplinary or administrative action taken against a USAR soldier involved in incidents recorded by a military police report. This item is suspended by the installation Provost Marshal and must be returned within the required time frame.

### **24-3. Point of contact**

USARC, DCSPER, Provost Marshal, Operations Officer,  
ATTN: AFRC-OPM.

### **24-4. Reference**

AR 190-45.

## **Chapter 25**

### **Organizational Inspection Program (OIP)**

#### **25-1. Purpose**

To provide details about the commander's plan for inspections, with the goal of minimizing negative impacts on unit training time.

#### **25-2. Background**

Army Regulation 1-201 outlines the requirements for an OIP. In summary, the OIP must contain direction on command inspections, staff inspections, and where IGs are assigned, IG inspections. It must include audits. The OIP coordinates staff assistance visits. Inspectors General may be the proponent for broad inspection policy within the command, but overall coordination of the OIP should be the responsibility of the staff office with tasking authority over subordinate units. This is usually the G3; S3; or Chief, Security, Plans, and Operations (SPO).

#### **25.3. Process**

The OIP serves as the mechanism, at all levels of command, to identify systemic problems, issues, and process. Once identified, viable solutions must be developed, shared, and staffed with all levels of command.

#### **25-4. Points of contact**

- a. CDR
- b. Command IGs & IR&MCP.
- c. USARC, IG & IR&MCP.

#### **25-5. References**

AR 1-201, AR 11-7, AR 20-1, AR 36-5, and USARC Reg 1-201.

## **Chapter 26**

### **Physical Evaluations**

#### **26-1. Purpose**

To provide information on the importance of physical evaluations and keeping them updated.

#### **26-2. Training requirements**

- a. All members of the Army Reserve must meet medical standards prior to being placed on training orders. The soldier must have a current (every 5 years) physical and meet the retention standards of AR 40-501, chapters 3, 4, or 5, as appropriate.
- b. A Cardiovascular Screening Program and Health Risk Appraisal Assessment are required on soldiers age 40 and above. The periodic physical examination is the vehicle for accomplishing these screenings.

#### **26-3. Procedures to obtain a physical evaluation.**

The unit administrator schedules physical evaluations.

#### **26-4. Point of contact**

USARC, Surgeon, Administration Branch, ATTN: AFRC-MD.

#### **26-5. Reference**

AR 40-501.

## **Chapter 27**

### **Reserve Component Incapacitation System (RCIS)**

#### **27-1. Purpose**

To provide information on compensation of lost nonmilitary income due to injury, illness, or disease while in an official duty status.

### **27-2. Process**

- a. Unit initiates informal LODI (DA Form 2173)/INCAP packet and submits claim to MSC, with copy furnished to the chain of command, recommending approval or disapproval.
- b. Include medical statement (USARC Form 46-2-R) from a military physician in the packet.
- c. The RCIS is regulatory in nature, directing approval authority to rest at MSC level for the first 6 months of entitlement and at HQDA (OCAR) for extensions beyond the 6-month statutory limit.
- d. Initial payment for a soldier who has suffered an injury, illness, or disease confirmed by an LODI (informal or formal) is expected to be paid within 30 calendar days of notification.
- e. If claim is due to an accident, an appropriate Army Accident Report must be completed and forwarded with claim. See DA Pam 385-40, Chapter 4, Army Accident Investigation and Reporting.

### **27-3. Points of contact**

UA/CDR/DCSPER/G1/USARC

- a. The RCPSO.
- b. The SI Hospital PAD (RC Liaison).
- c. USARC, DCSPER, Support Division, Unit Support Branch, ATTN: AFRC-PRH-S.

### **27-4. References**

AR 40-3, AR 135-381, AR 385-40, AR 600-8-1, DA Pam 385-40, USARC Reg 140-3.

## **Chapter 28 Retirement of AGR Officers After 20 Years of Active Duty**

### **28-1. Purpose**

To provide an overview of regulatory requirements for the retirement of AGR officers upon completion of 20 years of Active Federal Service (AFS).

### **28-2. Process**

- a. AR 140-10 and AR 635-100 stipulates the length of service and maximum age requirements for the removal of officers from active Reserve status.
- b. AR 635-100 stipulates the release of RC officers and warrant officers from active duty NLT the last day of the month following the month in which they complete 20 years AFS.
- c. AR 140-30 and AR 635-100 outline the provisions for obtaining exceptions to the retention of USAR AGR officers beyond 20 years AFS.
- d. The statutory basis under which USAR AGR officers become eligible for voluntary retirement after 20 years AFS is Section 3911, Title 10 USC.

### **28-3. Points of contact**

- a. G1/DCSPER/AR-PERSCOM/FTSMD, ARPC-AR.
- b. USARC, DCSPER, Personnel Management Division, Full Time Support Branch, ATTN: AFRC-PRP-F.

### **28-4. References**

Title 10 USC, AR 140-10, AR 140-30, AR 635-100.

## **Chapter 29 Retirement Points**

### **29-1. Purpose**

To provide information on retirement benefits, points, and how retirement points are earned.

### **29-2. Process**

- a. Retirement benefits. Retirement pay (non-regular service) is based on the total number of credible retirement points, years of service, and base pay in effect at time of retirement. At age 60, USAR retirees receive a DD Form 2 (Retired) (Blue) ID card and enjoy privileges as any other military retiree.



b. Eligibility. Any RC soldier who accumulates 20 years of qualifying service (50 points each year), the last 6 years (through 30 Sep) of which were in a RC, and reaches age 60 is entitled to retired pay. Eligible members may contact the Regional Support Teams at AR-PERSCOM at DSN 892-0556 or (314) 592-0556.

c. How points are earned:

- (1) Participation at Reserve unit training (IDT) (1 point for every 4-hours attended).
- (2) Completion of extension courses (1 point for 3 hours satisfactorily completed).
- (3) Membership (15 points).
- (4) Attached for points only (2 hour rule or 2 for 8 hour rule, DA Form 1380 is needed).
- (5) AT/ADT/ADSW (1 point for each day of active duty).

c. DA Form 1380-R, Record of Individual Performance of Reserve Duty Training, is used to document retirement points.

d. Reserve Component members should submit DA Form 249 through their unit.

### **29-3. Point of contact**

AR-PERSCOM, Personnel Services Division, Transactions and Separation Branch, ATTN: ARPC-PSP-T.

### **29-4. References**

AR 135-180, AR 140-185.

## **Chapter 30**

### **Retirement Points Corrections**

#### **30-1. Purpose**

To provide information on correction of retirement points.

#### **30-2. Process**

a. Approximately 120 days after the Retirement Year Ending Date, each soldier should receive a points statement showing what points are reflected in the Retirement Points Accounting System (RPAS), DARP Form 249. If there are corrections, or if additional data is received by RPAS after the annual statement is issued, a revised statement is sent out. To ensure that all military service in IRR, IMA, Reinforcement Training Unit (RTU), and AGR is accounted for; soldiers in these categories should furnish documents to or request help from the Regional Support Teams at AR-PERSCOM. Eligible members may contact AR-PERSCOM at DSN 892-0556 or (314) 592-0556. Troop Program Unit members should submit requests for corrections from their unit to AR-PERSCOM on DARP Form 249-1-R.

b. Soldiers should keep all documentation verifying retirement points, such as pay vouchers, DD Forms 214, DD Form 215, correspondence course completion notices, leave and earnings statements, DA Forms 1380, and copies of previously issued point statements.

c. Soldiers providing documents for the correction of point statements, can expect a revised statement on an average of 4-6 months.

#### **30-3. Point of contact**

AR-PERSCOM, Regional Support Action Teams, ATTN: ARPC-PSR.

#### **30-4. References**

AR 135-180, AR 140-185.

## **Chapter 31**

### **Selective Retention Board (SRB)**

#### **31-1. Purpose**

To provide information on SRBs.

#### **31-2. Process**

The USARC delegated the authority for convening SRB to MSC commanders, consistent with the authority contained in AR 140-10, para 10-2. Boards convened by MSC commanders consider eligible officers in the ranks of lieutenant colonel or below in their subordinate units. AR-PERSCOM conducts boards to consider all colonels and eligible officers assigned to the MSC headquarters. Officers being considered should ensure their packets contain updated DA Forms 2 & 2-1 and a current photograph IAW AR 640-30, para 7.

**31-3. Points of contact**

- a. Commander
- b. DCSPER
- c. G1
- d. USARC, DCSPER, Personnel Management Division, Officer Management Branch, ATTN: AFRC-PRP-O.
- e. AR-PERSCOM, USAR Board Support Branch, ATTN: ARPC-PSU-BB.

**31-4. References**

AR 140-10, AR 640-30.

## **Chapter 32**

### **Service Awards**

**32-1. Purpose**

To ensure that soldiers are aware of their service award entitlements and to assist UAs in making correct and timely application for them. This includes all service awards earned while on active duty and those earned in Reserve status.

**32-2. Process**

- a. Validate eligibility roster obtained through PERLAS.
- b. Obtain commander's concurrence.
- c. Memorandum prepared issuing award.
- d. Post to MPRJ and update PERLAS.

**32-3. Points of contact**

- a. UA
- b. Commander
- c. DCSPER
- d. G1

**32-4. References**

AR 614-30, AR 670-1, AR 600-8, AR 600-8-22.

## **Chapter 33**

### **Servicemen's Group Life Insurance**

**33-1. Purpose**

Provides a term life insurance program for soldiers.

**33-2. Process**

Automatically enrolled for full amount unless soldier requests otherwise. Monthly premium deducted from monthly military pay.

**33-3. Points of contact**

- a. UA
- b. Commander
- c. DCSPER
- d. G1

**33-4. Reference**

AR 608-2

## **Chapter 34**

### **Soldiers' and Sailors' Civil Relief Act (SSCRA)**

#### **34-1. Purpose**

To outline the protections afforded by SSCRA for USAR members.

#### **34-2. Facts**

The single most important fact about the SSCRA is that it is not automatic. In most cases, USAR members must show ability to pay has been materially effected by military service. It must be legally invoked by the service member for its protections to be of effect.

##### a. Provisions of SSCRA include:

- (1) Six percent interest rate for service members on most mortgages and loans incurred before entry onto active duty.
- (2) Stay(s) court proceedings.
- (3) Prohibits eviction without court order when rent is under \$1,200 per month. Court can delay eviction for up to 3 months.

- (4) Relief from state income tax unless permanent resident.

##### b. Desert Storm amendments to SSCRA:

- (1) Temporary stays of judicial proceedings.
- (2) Extends power of attorney which previously expired when service member is in missing status.
- (3) Suspends professional liability claims against health care professionals during period for which called to active duty.
- (4) Prohibits professional liability insurance carriers from requiring premiums be paid when the health care professional is on active duty.
- (5) Requires professional liability insurance coverage to be reinstated upon written request by the service member.
- (6) Mandates reinstatement of employer-offered health insurance without an exclusion or waiting period.
- (7) Protects soldiers who exercise their rights under this act from future prejudice by creditors.
- (8) Prohibits lapse of life insurance or termination for non-payment.
- (9) Protection from default judgement.

#### **34-3. Points of contact**

- a. Local RSC/installation SJA Office.
- b. USARC, SJA, ATTN: AFRC-JA.

## **Chapter 35**

### **Student Loan Repayment Program (SLRP) Checklist for Processing**

#### **35-1. Purpose**

To provide a checklist when submitting for student loan repayment.

#### **35-2. Process**

a. Determine eligibility for SLRP per AR 135-7, para 5.1-3 (unit personnel determining eligibility, refer to current AR 135-7).

##### b. If eligible.

- (1) Soldier furnishes copy of each qualifying loan to unit.
- (2) Soldier completes section I, DD Form 2475 for each loan.
- (3) Unit completes Section II, DD Form 2475.
- (4) Mail DD Form 2475 and copy of loan to lending institution with memorandum requesting lending institution complete Section III and return form to unit.
- (5) When DD Form 2475 is received from lending institution.
  - (a) Prepare SLRP repayment packet: complete DD Form 2475, copy of DA Form 5261-4-R, and copy of original Promissory Note.
  - (b) Submit to Finance for payment.
  - (c) Disclosure statements submitted without promissory note are not acceptable.

### **35-3. Points of contact**

- a. MSC Retention Office.
- b. OCAR, Retention Transition Division (RTD), ATTN: DAAR-RTR

### **35-4. Reference**

AR 135-7

## **Chapter 36**

### **Survivor's Benefit Plan (SBP)**

#### **36-1. Purpose**

To provide information about the system that allows RC soldiers and former soldiers who have received a 20-year memorandum, to provide an annuity for their dependents should the soldier die before reaching age 60. Coverage is not automatic. The soldier must elect one of three options offered on the Survivor Benefit Plan Elections Certificate (DD Form 1883). Soldiers who elect Option B or C may provide a monthly annuity of up to 55% of base amount minus an actuarial amount. Monthly cost is withheld from retired paycheck.

#### **36-2. Process**

All eligible Reserve soldiers have 90 days from date of receipt of DD Form 1883 to make an election and return the form. If no election is made or declination is not received, the election is delayed until age 60. If less than full coverage is elected or coverage declined, it must be with spousal written consent. Once enrolled, coverage may not be changed unless RC soldier has a status change.

#### **36-3. Point of contact**

AR-PERSCOM, Personnel Services Division, Transition and Separation Branch, ATTN: ARPC-PSP-T.

#### **36-4. Reference**

AR 135-180

## **Chapter 37**

### **TRICARE - Health Care Program for Military Families (Formally CHAMPUS)**

#### **37-1 Purpose**

Provide information on TRICARE eligibility and procedures.

#### **37-2 Definition**

TRICARE is the program that allows beneficiaries to receive accessible and cost-effective quality care both within the direct care system and through civilian sources. It is a combination of resources of the direct care system- Army, Navy, Air Force- with CHAMPUS funds to create a unified way to provide health care. The plan consists of military hospital/clinical services and a civilian contractor's services agreements are established in separate regions throughout the U.S. All areas are covered by TRICARE but may not have TRICARE PRIME available. The amount of out-of-pocket cost savings depends on the type of coverage elected under TRICARE.

#### **37-3 Eligibility**

If you are on active duty in excess of 30 days, you are automatically enrolled into TRICARE Prime and receive your medical care from a Medical Treatment Facility (MTF) of the Armed Forces servicing your area. Family members of active duty soldiers enrolled in DEERS (you should check your status in DEERS regularly for accuracy) are eligible for any of the three TRICARE plans. Family members of active duty soldiers enrolled in DEERS are eligible for any of the three plans. Some plans are not available in all areas and you must discuss your options with the Health Benefits Adviser in your region. TRICARE Prime is a Health Maintenance Organization (HMO) plan where those enrolled work directly with a network of health care providers, both military and civilian. TRICARE Extra uses both the old CHAMPUS insurance program with a designated network of providers available to those eligible. TRICARE Standard is the same as the CHAMPUS, requiring meeting deductibles and co-payments.

#### 37-4. Process

To determine which plan family members can qualify for, you need to contact your Health Benefit Advisor for information and services provided in your area. Those eligible must contact the Health Benefit Advisor located in the servicing Medical Treatment Activity of the Armed Forces responsible for your area.

#### 37-5. TRICARE Regions:

Northeast .....	1-888-999-5195
Northwest .....	1-800-404-0110
Southeast .....	1-800-444-5445
Central States .....	1-888-874-9378
Heartland .....	1-800-941-4501
Southwest .....	1-800-406-2832
Gulf South .....	1-800-444-5445
Mid-Atlantic .....	1-800-931-9501
Northern CA, Golden Gate, South CA, Hawaii, Alaska .....	1-800-242-6788
Pacific, Puerto Rico, Latin America, Canada, Europe .....	1-888-777-8343

#### 37-6. Points of contact

- a. Health Benefits Adviser (at uniformed hospital).
- b. TRICARE web site at [www.tricare.osd.mil](http://www.tricare.osd.mil).

#### 37-7. References

PL 89-614, TRICARE/CHAMPUS Manuals, FORSCOM Reg 500-3-3.

## Chapter 38

### 20-Year Memorandum

#### 38-1. Purpose

Notice of eligibility to receive retired pay at 60.

#### 38-2. Process

Soldiers will automatically receive memorandum, Notification of Eligibility for Retired Pay at Age 60 (20 year letter), upon completion of 20 years of qualifying service, as verified by the RPAS. Those soldiers whose RPAS account does not reflect completion of 20 years of qualifying service may request issuance of their 20-year memorandum. These requests must be processed through the chain of command to the RSC. Requests must include DARP Form 249-1-R, showing completion of 20 years qualifying service. *The RSCs should send requests directly to AR-PERSCOM. Do not send request to the USARC, this will delay the process.*

#### 38-3. Points of contact

- a. UA/CDR, DCSPER/G1.
- b. AR-PERSCOM, Personnel Services Division, Transitions and Separations Branch, AFRC-PSP-T

#### 38-4. References

AR 135-180, AR 140-1.

## Chapter 39

### Internal Review (IR)

#### 39-1. Purpose

To provide Office, Chief, Army Reserve (OCAR), USARC, and AR-PERSCOM with an independent and professional internal auditing capability that assists in accomplishing USAR mission and in safeguarding, accounting, and properly using the resources necessary for mission accomplishment.

#### 39-2. Background

Army Reg 11-7, Internal Review and Audit Compliance Program, provides policy for the IR Program within the Department of the Army. It also covers the responsibilities, reporting requirements, and internal review policy of major Army Commands, installations, and activities.

### 39-3. Process

- a. Perform, in accordance with generally accepted governmental auditing standards, audits of functions or organizational entities within the USAR which have known or suspected problems; determine the nature and cause of the problems; and develop recommendations to resolve them.
- b. Provide audit and audit follow-up support to USAR commands that do have an IR office.
- c. Provide consulting and advisory services for the commander and managers, as requested.
- d. Develop USAR IR policy and procedures relating to audit and audit follow-up.
- e. Act as the principal USAR official for liaison with external audit agencies including the General Accounting Office (GAO); Inspector General, Department of Defense, Auditing (DODIG (AUD)); U.S. Army Audit Agency (USAAA); and FORSCOM IRs. Be responsible for:
  - (1) Arranging entrance and exit conferences and in-process reviews (IPRs) between external auditors and command officials.
  - (2) Monitoring all actions related to external audits.
  - (3) Ensuring that accurate, adequate, responsive, and coordinated comments are provided to external audit findings and reports.
  - (4) Providing liaison support to USAR commands that do have their own IR office.
  - (5) Negotiate audit results between external auditors and command officials.

### 39-4. Point of contact

USAR IR&MCP

### 39-5. References

AR 11-2, AR 36-2, AR 36-5, AR 36-7, IG, DOD Audit Manual and DA Internal Review Guidance.

## Appendix A References

AR 1-20	Legislative Liaison
AR 1-201	Army Inspection Policy
AR 11-7	Internal Review and Audit Compliance Program
AR 15-180	Army Discharge Review Board
AR 15-185	Army Board for Correction of Military Records
AR 20-1	Inspector General Activities and Procedures
AR 36-5	Auditing Service in the Department of the Army
AR 40-3	Medical, Dental, and Veterinary Care
AR 40-501	Standards of Medical Fitness
AR 135-7	Army National Guard and Army Reserve Incentive Programs
AR 135-175	Separation of Officers
AR 135-178	Separation of Enlisted Personnel
AR 135-180	Qualifying Service for Retired Pay Nonregular Service
AR 135-381	Incapacitation of Reserve Component Soldiers. Cited in para 16-2.
AR 140-1	Army Reserve Mission, Organization, and Training
AR 140-10	Army Reserve: Assignments, Attachments, Details, and Transfers
AR 140-30	Active Duty in Support of the United States Army Reserve (USAR) and Active Guard Reserve (AGR) Management Program
AR 140-111	U.S. Army Reserve Reenlistment Program
AR 140-185	Training and Retirement Point Credits and Unit Level Strength Accounting Records
AR 190-45	Military Police Law Enforcement Reporting
AR 385-40	Accident Reporting and Records
AR 600-8-1	Army Casualty and Memorial Affairs and Line of Duty Investigations
AR 600-8-10	Leaves and Passes
AR 600-8-14	Identification Cards, Tags, and Badges
AR 600-8-22	Military Awards
AR 600-8-104	Military Personnel Information Management/Records
AR 600-20	Army Command Policy

AR 600-85	Alcohol and Drug Abuse Prevention and Control Program. Cited in para 2-2.
AR 600-110	Identification, Surveillance, and Administration of Personnel Infected with Human Immunodeficiency Virus (HIV)
AR 601-210	Regular Army and Army Reserve Enlistment Program
AR 608-2	Government Life Insurance, Servicemen's Group Life Insurance, Veteran's Group Life Insurance, United States Government Life Insurance and National Service Life Insurance
AR 614-30	Overseas Service
AR 635-100	Officer Personnel
AR 635-200	Enlisted Personnel
AR 640-30	Photographs for Military Personnel Files. Cited in para 30-2.
AR 670-1	Wear and Appearance of Army Uniforms and Insignia
USARC Reg 1-2	Preparing Responses to Congressional/Special Inquiries. Distributed to MSC level only.
USARC Reg 1-201	Organizational Inspection Program. Distributed to MSC level only.
USARC Reg 140-3	Processing Incapacitation Claims
USARC Reg 140-4	Enlisted and Officer Personnel Management
USARC Reg 140-5	Colonel and Lieutenant Colonel Command Assignment Selection Board
USARC Pam 37-1	Defense Joint Military Pay System - Reserve Component (DJMS-RC) Procedures Manual
FORSCOM Reg 500-3-2	FORMDEPS, Vol II, Deployment Guide
FORSCOM Reg 500-3-3	FORMDEPS, Vol III, RCUCH
GAO Manual PL 89-614	
TRICARE/CHAMPUS Manuals	
DOD 1341.1m	
DODI 1000.13	
DODD 1330.17	
Full-Time Support Management Center Commander's Guide for Dealing with Substandard Soldiers, 26 Feb 93.	
Title 5 USC 301	
Title 10 USC	

## **Appendix B**

### **Approximate Point Value for Retirement Benefits**

The current point value table (ARPC-1259) is available to download on the AR-PERSCOM web site (<http://www.army.mil/usar/ar-perscom/arpercom.htm>). This point value table will assist you in determining what your approximate gross monthly retired pay may be at age 60. The exact amount is computed by the Defense Finance and Accounting Service when you are certified for retired pay. Their computation is based on the pay scale in effect on your 60th birthday or the day you enter on the retired rolls (whichever is later). The columns are based on your total years service for pay (longevity) and may be more than your total years qualifying service (good years).

To compute the approximate amount of retired pay you will receive (before taxes and other deductions), you should multiply the total number of your retirement points by the amount shown above in the Retirement Point Value Table for your pay grade and years of service for longevity pay purposes. Eligible members of the Reserve Components, upon application, can receive retired pay from age 60 for the rest of their lives. They may provide a portion of that benefit for their survivors by electing coverage under the SBP.

## Appendix C Telephone Numbers

### USARC

The toll free number for the USARC Headquarters is  
1-800-359-8483.

### AR-PERSCOM

The toll free numbers for AR-PERSCOM are:

Customer Service	1-800-318-5298
Inspector General	1-800-325-4954

### Glossary

ABCMR.....Army Board for Corrections of Military Records  
ADT ..... Active Duty Training  
AGR ..... Active Guard Reserve  
ANC ..... Army Nurse Corps  
AR-PERSCOM...U.S. Army Reserve Personnel Command  
CONUS ..... Continental United States  
DCSPER .....Deputy Chief of Staff, Personnel  
DCSOPS .....Deputy Chief of Staff, Operations  
DDR .....Drug Demand Reduction  
DEERS .....Defense Enrollment Eligibility Reporting System  
DFAS .....Defense Finance & Accounting Service  
FORSCOM....Forces Command  
FTS .....full-time support  
FTSMD .....Full-Time Support Management Directorate  
GAO .....General Accounting Office  
HIV .....Human Immunodeficiency Virus  
HPLR .....Health Professional Loan Repayment  
IGAR .....Inspector General Action Request  
IMA .....Individual Mobilization Augmentation or Augmentee  
INCAP .....Incapacitation  
IRR .....Individual Ready Reserve  
LODI .....Line of Duty Investigation  
MC .....Medical Corps  
MSC .....Major Subordinate Command or Medical Service Corps  
OIP .....Organizational Inspection Program  
OCONUS .....Outside Continental U.S.  
PAD .....Patient Administration Division  
RC .....Reserve Component  
RCIS .....Reserve Component Incapacitation System  
RCPSO .....Reserve Component Pay Support Office  
RPAS .....Retirement Points Accounting System  
RSC .....Regional Support Command  
SBP .....Survivor's Benefit Plan  
SI .....supporting installation  
SLRP .....Student Loan Repayment Program  
SSCRA .....Soldier's and Sailors' Civil Relief Act  
UA .....unit administrator



**\*\*\*REMEMBER\*\*\***

**IF YOU HAVE A PROBLEM,  
USE YOUR  
CHAIN OF COMMAND  
FIRST!**