

A Mobilization
Information and Resources
Guide

SECTION I — SITE INDEX

DOCUMENTS (Section 2)

Presidential Documents

[Presidential Proclamation 7463 of September 14, 2001](#)

Declaration of National Emergency by Reason of Certain Terrorist Attacks

[Executive Order 13223 of September 14, 2001](#)

Ordering the Ready Reserve of the Armed Forces To Active Duty and Delegating Authorities to the Secretary of Defense and the Secretary of Transportation

Secretary of Defense/Deputy Secretary of Defense Memoranda

[September 19, 2001](#)

Partial Mobilization (World Trade Center and Pentagon Attacks) and Redlegation of Authority Under Title 10, United States Code, Section 123, 123a, 527, 12006, 12305, 12011, and 12012

[September 28, 2001](#)

Partial Mobilization (World Trade Center and Pentagon Attacks) and Redlegation of Authority Under Title 10, United States Code, Section 123, 123a, 527, 12006, 12305, 12011, and 12012

[October 8, 2001](#)

Suspension of Requirement of Statutory Requirement for Personnel Tempo (PERSTEMPO) Management

[October 13, 2001](#)

Partial Mobilization (World Trade Center and Pentagon Attacks) and Redlegation of Authority Under Title 10, United States Code, Section 123, 123a, 527, 12006, 12305, 12011, and 12012

Under Secretary of Defense for Personnel and Readiness Memoranda

[Personnel and Pay Policy Guidance](#) memo of September 20, 2001

Mobilization/Demobilization Personnel and Pay Policy for Reserve Component Members Ordered to Active Duty in Response to the World Trade Center and Pentagon Attacks

[Personnel and Pay Policy Guidance Revision](#) memo of October 30, 2001

Change – Mobilization/Demobilization Personnel and Pay Policy for Reserve Component Members Ordered to Active Duty in Response to the World Trade Center and Pentagon Attacks

Office of the Assistant Secretary of Defense for Reserve Affairs Memoranda

[USERRA Limit Exemption](#) memo of September 20, 2001

Reemployment Protections for Activated Reserve Component Members



[Employer Database](#) memo of November 6, 2001

Employer Database



[Family Health Care](#) memo of November 7, 2001

TRICARE Reserve Family Demonstration Project



[Military Leave Eligibility](#) memo of November 9, 2001

Rights and Benefits of Federal Civilian Employees Called to Active Duty

Office of Personnel Management

[OPM Compensation Policy Memorandum of September 14, 2001](#)

Rights and Benefits of Reservists Called to Active Duty

[Attachment 1](#)

[Attachment 2](#)

[FACT SHEETS/ARTICLES/FREQUENTLY ASKED QUESTIONS](#) (Section 3)

[Personnel policy](#) Frequently Asked Questions (FAQ)

[TRICARE Benefits](#)

- [TRICARE Standard](#)
- [TRICARE Extra](#)
- [TRICARE Prime](#)
- [TRICARE Prime Remote](#)
- ↳ [TRICARE Prime Remote Eligibility](#)



[TRICARE Benefits](#) for Activated Reservists and Family Members

Medical benefits – Frequently Asked Questions (FAQ)

TRICARE **General Information** FAQ

TRICARE **Extra and Standard** FAQ

TRICAR **Prime** FAQ

Incapacitation and Disability FAQ

Medical readiness FAQ

DEERS enrollment FAQ

TRICARE Dental Program (TDP)

- **TDP Information**
- **United Concordia** — TDP Contractor
- **TDP Benefits Booklet**
- **Find a Dentist**
- **Dental benefits** FAQ

Volunteers

- Military Status – with or without pay
- Civic and Private Organization

SGLI for Service Members and Families

- **Life Insurance Programs**
- **SGLI**
- **SGLI Coverage Increase**
- **SGLI Family Coverage**
- **SGLI Handbook**
- **Service Member Coverage** then Click on **SGLI FAQ** (frequently asked questions)
- **Family Coverage** Family Asked Questions (FAQ)

Thrift Savings Plan — Military Participation in TSP

- [TSP Benefits Booklet](#)
- [TSP Election Form](#)
- [TSP for Uniformed Services](#) Frequently Asked Questions (FAQ)

Updated

Pay and Benefits

- Basic pay
- Special and Incentive Pays
- Medical and Dental Care
- Commissary, Exchange, MWR
- Life Insurance
- Leave
- Reemployment Rights
- Soldiers' and Sailors' Civil Relief Act

New

Military Leave

[Military Leave](#) Frequently Asked Questions (FAQ)

Reemployment Rights

Uniformed Services Employment and Reemployment Rights Act (USERRA)

- [Department of Labor](#) Job Rights for Reservists — Fact Sheet
- [USERRA Fact Sheets](#) from the National Committee for Employer Support of the Guard and Reserve (NCESGR)
- [Fact Sheet](#) for Employers and Employees
- [Tips for Employees and Commanders](#)
- [Tips for Employers](#)
- [NCESGR Ombudsman Services and the Law](#)
- [Non-Technical Resource Guide to USERRA](#) from the Department of Labor
- [Army Legal Services](#) — Click on “Reserve Components”
- [Frequently Asked Questions](#)
- More [Frequently Asked Questions](#)

- Army [Legal Services](#) also answers questions
- Just click on “Reserve Components” then USERRA FAQs

Soldiers’ and Sailors’ Civil Relief Act (SSCRA)

- [SSCRA Provides Umbrella Protection](#)
- [SSCRA Provides Umbrella Protection – Update](#)
- [SSCRA Protections](#)
- [Army Legal Services](#) — Click on “Soldiers’ & Sailors’ Civil Relief Act”
Also, click on the article under the SSCRA FAQs titled:
[*In the Military and Having Financial Problems: How the Soldiers’ and Sailors’ Civil Relief Act Can Help You*](#)

Assistance for Student-Reservists

- Information for [student-reservists](#)
- Assistance available through the [Servicemembers Opportunity Colleges](#)
- Department of Education [Loan Relief for Military Personnel](#) Called to Active Duty
- Department of Education Letter to Colleagues on Treatment of Student Loans for [Mobilized Reservists](#)
- [American Council on Education letter](#)
- [American Association of State Colleges and Universities letter](#) to Colleagues

Assistance for Small Business Owners

- [Small Business Administration](#) (SBA) Disaster Assistance
- [Military Reservist Economic Injury Loans](#) from the SBA
- Senator Kerry’s letter to [Small Business Owners](#)

Legal Services Information

- An Army site, but the information applies to all service members and their families.
- Once in the site, just click on any of the topics listed below to find a wealth of information.

- ▶ **Consumer & Contract Matters:**
- ▶ **Estate Planning:**

- ▶ **Family Law Matters:**
- ▶ **Housing & Real Estate:**
- ▶ **Immigration:**
- ▶ **Insurance:**
- ▶ **Landlord & Tenant:**
- ▶ **Military Matters:**
- ▶ **Money Matters:**
- ▶ **Reserve Components:**
- ▶ **Soldiers' & Sailors' Civil Relief Act:**
- ▶ **Tax:**
- ▶ **Veterans:**
- ▶ **Voting:**
- ▶ **Miscellaneous:**

New

Financial Aid

FAMILY READINESS (Section 4)

Family Readiness Brochure

Help Guide to Guard & Reserve Family Readiness

Guide to Reserve Family Benefits

Family Support Toolkit

- [Budget & Financial Management](#)
- [Child care](#)
- [Communication](#)
- [Elder care](#)
- [Emergency Information Worksheet](#)
- [Estates Planning/Wills](#)
- [Family Readiness Checklist](#)
- [Family care plan](#)
- [Health Care/DEERS enrollment](#)

- [Important documents](#)
- [Legal Affairs](#)
- [Pay and Benefits](#)
- [Power of Attorney](#)
- [Pre-deployment Check List](#)
- [Soldiers' and Sailors' Civil Relief Act](#)

Individual and family support Frequently Asked Questions (FAQ)

TRANSITION BENEFITS (Section 5 — Under construction)

USEFUL LINKS (Section 6)

[*Department of Defense*](#)

[*Military Services*](#)

[*Assistance from Service and Other Organizations*](#)

[*Reserve Components*](#)

[*Other Federal Government Links*](#)

[*Calculate Benefits*](#)

[*Reserve Associations*](#)



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
1500 DEFENSE PENTAGON
WASHINGTON, DC 20301-1500

07 NOV 2001

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY FOR MANPOWER
AND RESERVE AFFAIRS
ASSISTANT SECRETARY OF THE NAVY FOR MANPOWER
AND RESERVE AFFAIRS
ASSISTANT SECRETARY OF THE AIR FORCE FOR
MANPOWER AND RESERVE AFFAIRS
DIRECTOR OF RESERVE AND TRAINING, USCG

SUBJECT: TRICARE Reserve Family Demonstration Project

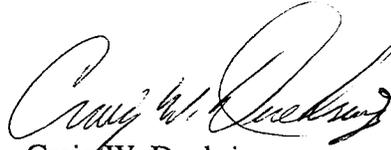
In the attached memorandum, the Acting Assistant Secretary of Defense for Health Affairs announced a TRICARE benefits demonstration project for Reserve component members called or ordered to active duty or full-time National Guard duty in response to the terrorist attacks of September 11, 2001, and their eligible family members. Provided that the member is serving in support of the contingency operation associated with Executive Order 13223 of September 14, 2001, the demonstration project includes Reservists ordered to active duty under 10 U.S.C. 12302 (involuntary) or 10 U.S.C. 12301(d) (voluntary), and National Guard members called to full-time National Guard duty under 32 U.S.C. 502(f). In addition to the medical and dental benefits available under the TRICARE program, the demonstration project provides three important enhanced medical benefits: (1) waiver of the TRICARE deductible; (2) waiver of the requirement for the issuance of non-availability statements; and (3) authority to pay above the TRICARE allowable rates for care provided by non-participating providers.

It is important that our Guard and Reserve members and their families know about their health care benefits, particularly the enhanced benefits available under this demonstration project, and how to access those benefits. The key to gaining access to TRICARE benefits, including the enhanced benefits, is timely, complete and accurate information in the Defense Enrollment Eligibility Reporting System (DEERS), which is the database used to determine TRICARE eligibility.

I am asking you to help get the word out about TRICARE and the additional benefits that are available under the demonstration project. Also, to ensure that the health care system can identify those Reservists and family members who are eligible for the enhanced benefits under the demonstration project, it is extremely important that the member's orders cite the statutory authority under which he or she is being called to active duty or full-time National Guard duty, and that the orders specify the operation the member is supporting—NOBLE EAGLE or ENDURING FREEDOM. Finally, I am asking you to ensure that each Guard and Reserve member who is called to active duty/full-time National Guard duty verifies the information contained in DEERS, and that the mobilization processing sites properly code these members as being mobilized for OPERATION NOBLE EAGLE or ENDURING FREEDOM.



The October 22nd memorandum from the Acting Assistant Secretary of Defense for Health Affairs on TRICARE benefits for mobilized Reservists and their families is available on our web site at <http://www.defenselink.mil/ra/> under the "Mobilization Information and Resource Guide." We will update the web site as more information about the demonstration project becomes available. If you have any questions regarding TRICARE benefits or the demonstration project, please contact Colonel Kate Woody at (703) 693-2203. If you have questions about DEERS enrollment, please contact Ms. Virginia Hyland at (703) 693-2238.



Craig W. Duehring
Principal Deputy

Attachments:
As stated

cc:
Director, Army National Guard
Chief, Army Reserve
Director, Naval Reserve
Assistant Deputy Commandant,
Manpower and Reserve Affairs
Director, Air National Guard
Chief, Air Force Reserve
Director, Reserve and Training, USCG



THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, D. C. 20301-1200

OCT 22 2001

HEALTH AFFAIRS

MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER &
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER &
RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER &
RESERVE AFFAIRS)

SUBJECT: TRICARE Benefits for Activated Reservists and their Family Members

The activation of members and units of the Reserve Components, in response to the terrorist attack of September 11, 2001, increases the need to educate activated reservists and their family members on their TRICARE medical and dental benefits. This memorandum reiterates existing DoD policy and establishes new policy for the current reserve activation. These policies apply to Reserve Component and National Guard members ordered to duty in support of operations that result from the terrorist attacks of September 11, 2001. This includes such duty under Executive Order 13223, 10 U.S.C.12302, 10 U.S.C. 12301(d), or 32 U.S.C. 502(f). Such operations include for example, ENDURING FREEDOM and NOBLE EAGLE.

Medical Benefits

Activated Reservists. The activated reservists are considered Prime enrollees upon activation with equivalent priorities for care as all other active duty service members. In most cases, activated reservists will receive their care from military medical personnel. MTF commanders should work with their regional TRICARE contractors, where appropriate, to properly enroll activated reservists in TRICARE Prime.

Reservist Family Members. If the military sponsor is called to active duty for a period of more than 30 consecutive days, spouses and eligible children of reservists become eligible for TRICARE Extra and Standard on the first day of the military sponsor's active duty.

If the military sponsor is called to active duty for 179 days or more, family members may enroll in TRICARE Prime, effective on the first day of the military sponsor's active duty.

TRICARE Prime is the most comprehensive and least costly benefit for active duty families, as there are no enrollment fees or copays in the TRICARE Prime network. Nonetheless, some reserve families may want to continue their relationships with providers who are not in the TRICARE Prime network. In these cases, enrolling in TRICARE Prime may not be the best choice—and beneficiaries may understandably elect to remain in TRICARE Standard. As outlined below, we are taking steps to reduce the financial burden on families and support continuity of care.

Family members must ensure their information in the Defense Enrollment Eligibility Reporting System (DEERS) is correct, and should contact the nearest TRICARE Service Center (TSC) for information on enrollment and available benefits. The locations of TSCs, along with comprehensive information on TRICARE benefits, are available on our web site at www.tricare.osd.mil.

Enhanced Medical Benefits

Consistent with existing demonstration authority granted by the Secretary of Defense, additional TRICARE policies will be implemented.

Waiver of TRICARE Deductible. Since reservist families may have already contributed to annual deductibles under private insurance coverage, application of TRICARE annual deductibles would be unfair. (TRICARE Prime does not include deductibles, so this will affect only those families who do not enroll in TRICARE Prime.) These beneficiaries will only be responsible for their cost shares (20 percent for outpatient care under TRICARE Standard; 15 percent for TRICARE Extra) with an annual catastrophic limit of \$1,000 on out-of-pocket expenses. The benefit will be retroactive to the first date that the member was activated under the above references, and is expected to be operational by November 15, 2001.

Issuance of Nonavailability Statements. Normally, TRICARE Standard beneficiaries who live in a military treatment facility (MTF) catchment area must use the MTF for inpatient care, or obtain a Non-Availability Statement (NAS) in order for TRICARE to share in the cost of a civilian hospital stay. Family members of reservists activated under the above references will not be required to obtain an NAS. TRICARE claims will reimburse providers without the NAS.

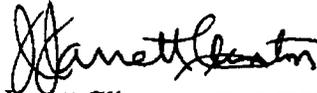
Authority to Pay Above TRICARE Allowable Rates for Care Provided by Non-Participating Providers. In many cases, reservist families live far from active military treatment facilities, and are not supported by TRICARE provider networks. Some doctors do not participate in TRICARE, and by law may bill beneficiaries for up to 15 percent above TRICARE allowable amounts. Family members of reservists could face undue financial hardships if they use such providers. Accordingly, the Secretary of Defense has authorized a demonstration project (under 10 U.S.C. 1092) for the Department to pay up to 115% of the TRICARE allowable charge for family members of activated reservists who are covered by TRICARE Standard and treated by a non-participating provider. The demonstration will test the ability to maintain continuity of care for these beneficiaries and the financial impact of this approach. Eligible beneficiaries will still be responsible for their 20 percent cost share. TMA will notify the TRICARE contractors of this change. The increased payment amounts will go into effect on November 15, 2001, and be retroactive for any care received by family members of reservists called up under the above references. In order to achieve retroactivity, the demonstration notice will include a waiver of the normally applicable 30-day notice period for a demonstration.

Dental Benefits

Activated Reservists. Reservists who are ordered to active duty for a period of more than 30 consecutive days are not eligible for coverage under the TRICARE Dental Program. All dental care for activated reservists will be provided directly by Military Dental Treatment Facilities (DTFs).

Reservist Family Members. Family members of activated reservists are eligible for enrollment and coverage under the TRICARE Dental Program on the same basis as family members of active duty service members. Activated reservists must take action to enroll family members. United Concordia Companies, Inc. (UCCI), administers the TRICARE Dental Program, and reservists and their family members may contact UCCI at 1-888-622-2256 or through their web site at www.ucci.com/tdp/tdp.html. On-line enrollment is available if desired. Following enrollment, TRICARE Dental Program identification cards and benefit booklets shall be provided to all family members.

Timely, accurate information is essential to reservists and their families at this time. The TRICARE Management Activity will oversee implementation and oversight of these new policies. Additional information and frequently asked questions will be posted to the TRICARE web site and will be available through regional toll-free telephone support.



J. Jarrett Clinton, MD, MPH
Acting Assistant Secretary

cc:
Surgeons General
Lead Agents