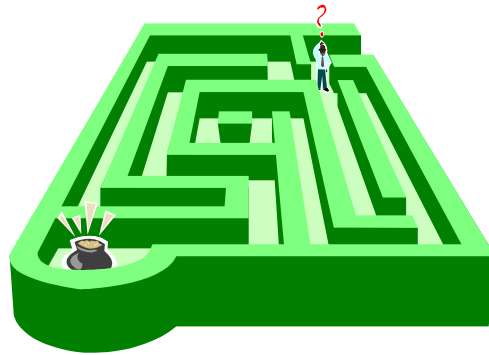


The Maze: Benefits & Services



The Maze: Benefits and Services - An overview of benefits, privileges, and resources available to USMC families; including the location of these services and how to access their wealth of information. *This section is provided for information only, as non-ID cardholders you are unable to access many of these services.*

- Local Map/Resources
- ID Card and DEERS
- Tricare
- Commissary
- MCCS Programs and Services
- Other Quality of Life Programs and Services
- Casualty Procedures

Contact your local installation for a Base Map



ID Card and DEERS

Step 1: “First Things First” – Enroll in DEERS

Before being able to take advantage of the variety of benefits – medical care, commissary, exchange and recreation privileges, your Marine and any eligible family members **must** be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) - the Military’s automated information system. All service members are automatically enrolled but family members must be added separately. To enroll a family member in DEERS, it is necessary to visit the closest Real-time Automated Personnel Identification System site (RAPIDS) location and bring the necessary documentation to prove eligibility for DEERS. To confirm enrollment, contact DEERS at 1-800-538-9552

Basic Documentation Required for DEERS Enrollment

A photo ID is required in all instances except for children. Documents should be originals or notarized copies:

- Marriage certificate
- Divorce decree
- Birth certificate
- Judicial determination of paternity
- Court Order
- Proof of Support
- Document from Placement Agent
- Proof of Full-time Student Status
- Favorable Medical Determination
- Proof of Social Security Number

Who is eligible:

- Lawful Spouse
- Unmarried children under the age of 21 (including step-children, adopted/pre-adoptive children, certain children born outside of marriage, and qualifying wards)
- Unmarried children between the age of 21 and 23 who qualify as a full-time students
- Unmarried children 21 years of age and over who qualify based on a mental or physical incapacitation
- Qualifying Mother, Father, Father-in-Law, Mother-in-Law, Stepparent, or Parent by Adoption

*Certain eligibility restrictions apply. Ask your personnel officer for the details.



L.I.N.K.S. for Parents/Extended Family

Step 2: Get your ID Card at RAPIDS

Once enrolled in DEERS, the next step is to obtain an Identification (ID) Card.

Who: Eligible family members.

What: Bring necessary documents.

1. Department of Defense Form 1172 (Application form to apply for an ID card).
Marines can request one from their Administrative section.
2. Marriage certificate, birth certificate, etc.
 - If the Marine accompanies the eligible family member to a RAPIDS site (with on-line access to DEERS), the site shall verify and issue ID cards.
 - If the Marine cannot accompany their eligible family member to the RAPIDS site, the Marine must provide a notarized DD Form 1172. Presentation of other required documentation is necessary as well.
 - When a family member is already listed in the DEERS, presentation of the other documentation may not be required. Please call the RAPIDS site to confirm what documentation is necessary.

Where: The RAPIDS offices are located on any active duty military base or post (Marine, Army, Air Force, or Navy) as well as some Reserve Component and National Guard armories, Coast Guard bases, and Public Health Service offices. Though the names may vary location-to-location - Pass and ID Office or ID Card Center - the duties remain the same.

To update DEERS records: Contact Defense Manpower Data Center Support Office (DSO) Telephone Center from 6 a.m. to 5 p.m., Pacific Time, Monday through Friday, at the following toll-free number at 1-800-538-9552. To update an address only in DEERS, please visit www.dmdc.osd.mil/appj/address/index.jsp.



Tricare Health Care Plan

TRICARE is the Department of Defense's worldwide health care program for active duty and retired uniformed services members and their families. TRICARE consists of TRICARE Prime, a managed care option; TRICARE Extra, a preferred provider option; and TRICARE Standard, a fee-for-service option.

TRICARE Prime

TRICARE Prime is a managed care option similar to a civilian health maintenance organization (HMO). Active duty service members are required to enroll in Prime. Active duty family members are encouraged, but not required, to enroll in Prime. However, to receive the TRICARE Prime benefit, they must reside where TRICARE Prime is offered. Contact the local TRICARE service center (TSC) about the TRICARE Prime availability in your area. If stationed in a remote area, TPR/TRICARE Prime Remote for Active Duty Family Members (TPRADFM) may be the option available to the Marine and family members. This option also requires enrollment.

TRICARE Prime enrollees receive most of their care from military providers or from civilian providers who belong to the TRICARE Prime network. Enrollees are assigned a primary care manager (PCM) who manages their care and provides referrals for specialty care. All referrals for specialty care must be arranged by the PCM to avoid point-of-service charges.

TRICARE Prime offers less out-of-pocket costs than any other TRICARE option. Active duty members and their families do not pay enrollment fees, annual deductibles or co-payments for care in the TRICARE network. Although Prime offers a "point-of-service" option for care received outside of the TRICARE Prime network, receiving care from a nonparticipating provider is not encouraged.

If enrollment for TRICARE Prime and TPR/TPRADFM is received by the 20th of the month, it is effective the first day of the next month. If you disenroll from TRICARE Prime, you will not be eligible to re-enroll for 12 months.

TRICARE Extra & TRICARE Standard

TRICARE Extra and TRICARE Standard are available for all TRICARE-eligible beneficiaries who elect or are not able to enroll in TRICARE Prime. As an active duty service member, you are not eligible for Extra or Standard. There is no enrollment required for TRICARE Extra or Standard—no annual enrollment fees, no enrollment forms. Beneficiaries are responsible for annual deductibles and cost-shares. Beneficiaries may see any TRICARE authorized provider they choose, and the government will share the cost with the beneficiaries after deductibles.

TRICARE Extra is a preferred provider option (PPO) in which beneficiaries choose a doctor, hospital, or other medical provider within the TRICARE provider network. Network providers can be located by calling your local TRICARE service center or visiting the TRICARE Web page: www.tricare.mil.

TRICARE Standard is a fee-for-service option. You can see an authorized TRICARE provider of your choice. Having this flexibility means that care generally costs more.

L.I.N.K.S. for Parents/Extended Family

This chart outlines the 3 TRICARE options and some of the major points of comparison:

	Prime	Standard	Extra
Eligibility	Active Duty Service Members and their families and survivors.	Everyone eligible for TRICARE Prime except active duty service members.	Same as Standard.
Deductibles	None	\$150/individual or \$300/family for E-5 & above; \$50/\$100 for E-4 & below	\$150/individual or \$300/family for E-5 & above; \$50/\$100 for E-4 & below
Co-Payments	None	20% of negotiated fee	15% of negotiated fee
Enrollment Fees	None	None	None
Access to civilian providers and Facilities	Care normally provided by a MTF. When MTF not available, care provided by civilian providers.	Greatest flexibility to choose provider and medical facility of your choice.	Choice limited. Care provided by physicians not in TRICARE network, but who are still an authorized provider.
Paperwork	None	Sometimes	None
Primary Care Managers	Yes	No	No
Catastrophic Cap	\$1,000 for Active Duty family members	\$1,000 for Active Duty family members	\$1,000 for Active Duty family members
Advantages	<ul style="list-style-type: none"> • No enrollment fee for active duty and families • Small fee per visit to civilian providers, and no fee for active duty members • No balance billing • Guaranteed appointments (access standards) • PCM supervises and coordinates care • Away-from-home emergency coverage • POS option 	<ul style="list-style-type: none"> • No enrollment fee • Broadest choice of providers • Widely available • You may also use TRICARE Extra 	<ul style="list-style-type: none"> • No enrollment fee • Co-payment 5 percent less than TRICARE Standard • No balance billing • No deductible when using retail pharmacy network • No forms to file • You may also use TRICARE Standard
Disadvantages	<ul style="list-style-type: none"> • Provider choice limited • Specialty care by referral only • Not universally available 	<ul style="list-style-type: none"> • No Primary Care Manager • Patient pays: <ul style="list-style-type: none"> - Deductible - Co-payment - Balance - if bill exceeds allowable charge and provider is nonparticipating (up to an additional 15 percent) • Non-availability statement may be required for civilian inpatient care for areas surrounding MTFs <p>May have to file own claims</p>	<ul style="list-style-type: none"> • No Primary Care Manager • Provider choice is limited • Patient pays: <ul style="list-style-type: none"> - Deductible - Co-payment • Non-availability statement may be required for civilian inpatient care for areas surrounding MTFs • Not universally available

Other Health Care Insurance

Supplemental Insurance policies are designed to reimburse out-of-pocket expenses and are offered by most military associations and by some private firms. These policies are designed to reimburse patients for the civilian medical care bills they must pay after TRICARE pays the government's share of the cost. Before you buy any supplement, carefully consider which plan is best suited to your individual needs.

If your family members are covered under a civilian medical plan, TRICARE will only pay after the civilian medical plan has reimbursed for its coverage. Although TRICARE, in combination with a private plan, may pay 100 percent of your bill, keep in mind that TRICARE will only pay for medically necessary care that would normally be part of the TRICARE benefit. TRICARE will not pay for a benefit it does not provide.

TRICARE Tips

- Ensure you and your family's information is up-to-date and accurate in DEERS and that you have a valid ID card before seeking care.
- Log on to the TRICARE website, www.tricare.mil, for information on topics such as benefits, claims, costs, co-pays, provider directory, eligibility, help desk, service center information, dental, pharmacy, obtaining a handbook, etc.
- Keep a current copy of the TRICARE Passport or TRICARE handbook available as a handy reference source (available at your MTF, TRICARE Service Center or online).
- Prior to obtaining care, always ask if your health care provider is a "participating" provider (accepts TRICARE maximum allowable charge minus the cost share). Ask the provider to check the "accepts assignment" box on the claim form.

Tips on Using Military Medical Treatment Facilities (MTFs)

- Find the nearest MTF at: www.tricare.mil
- Learn the local procedures required to make an appointment as soon as you get to your new installation instead of waiting until you need medical care.
- Make sure you have a copy of each family member's health records before you turn them into the clinic.
- If you did not bring your x-rays from your previous duty station ask the health records clerk to request your records.
- MTF's can often be very busy due to times of limited staff and the fact that Active duty members receive priority treatment.
- Bring some reading materials and quiet activities for the children while you are waiting (coloring books, activity books, etc.).

For more comprehensive information, go to the TRICARE Web page
www.tricare.mil

Tricare Dental Plan

Marines - Marines receive worldwide dental care as part of their overall health care benefits.

Family members of all active duty service personnel and Selected Reserve and Individual Ready Reserve personnel and their families are eligible for the TRICARE Dental Program. The TRICARE Dental Program is a voluntary dental care program comprised of licensed, civilian dentists who provide a wide range of diagnostic, preventative and restorative services (exams, x-rays, cleaning, fluoride applications, fillings, root canals, crowns, orthodontics, anesthesia, etc).

Plans available:

Single Plan - only one eligible member is covered. This can be one active duty family member, a Selected Reserve or Individual Ready Reserve (IRR) member, or one Selected Reserve or IRR family member.

Note: The sponsor's enrollment is separate from his or her family members' enrollment.

Family Plan - enrollment consists of two or more covered eligible active duty family members, or Selected Reserve and IRR family members. Selected Reserve and IRR sponsors may enroll in the TDP without enrolling their eligible family members; or they may enroll their family members and not themselves. However, family members may not enroll independently from one another - ALL eligible family members must enroll if TDP coverage is desired.

To Enroll:

Complete and submit a TDP enrollment form to United Concordia Companies, Inc. (UCCI - the TRICARE Dental contractor) along with your first month's premium payment.

If you need enrollment application forms you can:

- (1) Call UCCI at 1-888-622-2256
- (2) Visit your nearest military treatment facility Beneficiary Counseling and Assistance Coordinator (BCAC)
- (3) Enroll on-line at UCCI's Web site at <http://www.ucci.com/was/uccweb/tdp/tdp.jsp>

Once Enrolled:

After you send in your enrollment application and first month's premium payment, you will receive confirmation and detailed information on your dental benefits. Once enrolled, you or your family members must stay in the TDP for at least 12 months. After that, you may continue enrollment on a month-to-month basis. There are certain exceptions to this rule, such as loss of DEERS eligibility because of divorce, marriage of a child, etc. If there is a major change in your circumstances, check with UCCI.

Choosing a Dentist

The confirmation information you receive will include a complete directory of participating dentists. The directory is also available on-line at www.ucci.com. Once you are on that Web page, select "Find a Dentist." You may also call UCCI's Customer Service at 1-800-332-0366. Using a UCCI network dentist saves time and money. But, you are always free to use any licensed dentist.

Tricare Pharmacy Benefits

TRICARE offers several convenient ways for you to have prescriptions filled, depending on you and your family's specific needs:

- o You may have prescriptions filled (up to a 90-day supply for most medications) at a **military treatment facility (MTF)** pharmacy free of charge. Please be aware that not all medications are available at MTF pharmacies. Each facility is required to make available the medications listed in the **basic core formulary (BCF)**. The MTF, through their local Pharmacy & Therapeutics Committee, may add additional medications to their local formulary based on the scope of care at that MTF.
- o TRICARE Mail Order Pharmacy (TMOP) is available for prescriptions you take on a regular basis. You can receive up to a 90-day supply (for most medications) of your prescription through the mail by using TMOP.
- o Prescription medications that your doctor requires you to start taking immediately can be obtained through a network pharmacy of our new TRICARE Retail Pharmacy (TRRx) program.

TRICARE Pharmacy Co-payments/Cost Shares In the United States (Including Puerto Rico, Guam, Virgin Islands)			
Place of Service	Formulary		Non-formulary
	Generic	Brand Name	
Military Treatment Facility (MTF) pharmacy (up to a 90-day supply)	\$0	\$0	Not Applicable
TRICARE Mail Order Pharmacy (TMOP) (up to a 90-day supply)	\$3	\$9	\$22
TRICARE Retail Pharmacy Network pharmacy (TRRx) (up to a 30-day supply)	\$3	\$9	\$22
Non-network retail pharmacy (up to a 30-day supply) Note: Beneficiaries using non-network pharmacies may have to pay the total amount of their prescription first and then file a claim to receive partial reimbursement.	For those who are <u>not</u> enrolled in TRICARE Prime: \$9 or 20 percent of total cost, whichever is greater, after deductible is met (E1-E4: \$50/ person; \$100/family; all others, including retirees, \$150/person, \$300/family) TRICARE Prime: 50 percent cost share after point-of-service deductibles (\$300 per person/\$600 per family deductible)		For those who are <u>not</u> enrolled in TRICARE Prime: \$22 or 20 percent of total cost, whichever is greater, after deductible is met (E1-E4: \$50/ person; \$100/family; all others, including retirees, \$150/person, \$300/family) TRICARE Prime: 50 percent cost share after point-of-service deductibles (\$300 per person/\$600 per family deductible)

Commissary

The Defense Commissary Agency (DECA) operates a worldwide chain of nearly 275 commissaries providing groceries to military personnel, retirees and their families in a safe and secure shopping environment. Authorized patrons purchase items at cost plus a 5-percent surcharge, which covers the costs of building new commissaries and modernizing existing ones. Shoppers save an average of 30 percent or more on their purchases compared to commercial prices – savings worth more than \$2,700 annually for a family of four. A core military family support element, and a valued part of military pay and benefits, commissaries contribute to family readiness, enhance the quality of life for America’s military and their families, and help recruit and retain the best and brightest men and women to serve their country.

Marine Corps Community Services (MCCS)

Marine Corps Community Services (MCCS) (previously known as Morale, Welfare and Recreation (MWR)) is a diverse collection of recreational activities and retail services, as well as support and retention programs, that better the quality of life for the Marine Corps community, Active Duty, Reservists, and Retirees. Marines have come to count on MCCS for shopping at the exchanges, recreation at fitness centers, dining at clubs, providing barber/beauty services, and so much more. MCCS activities provide a wide variety of services and recreational opportunities to meet your every day needs while home and deployed. **The profits from sales of goods and services by MCCS are reinvested into the Marine Corps community to benefit all members of the Marine Corps family. Those profits are returned to the MCCS customers in the form of financial support to other MCCS activities, such as recreation, youth programs, and clubs. The MCCS financial support also helps fund the many support programs and services you have come to rely on and enjoy.**

To visit us online, please go to:
<http://www.usmc-mccs.org>

Retail Services

Below is an overview of the MCCS retail services available for authorized patrons - though all services may not be available at all Marine Corps installations. Check your local MCCS website to see what is available in your area.

Personalized Services

Auto Repair Centers/Quick Lube Centers
Barber Shops/Beauty Shops
Cruise book, Yearbooks, Annuals, and other Pictorials
Flower Shops & Flower by Wire
Imprinting, Embroidering, and Engraving
Key Duplicating
Laundry /Dry Cleaners
Money Wire/Transfer
Optical Shops
Packing, Wrapping & Shipping Services
Electronics Repair
Photo Studios
Picture Framing Service
Shoe Repair/Shine
Tailor Shop
Taxi Service

Food Services

* Clubs offering food, beverage, entertainment, and catering services to authorized patrons
* Other food activities - snack bars, restaurants, conference centers, and mobile trucks
* Branch name activities - McDonald's, Taco Bell, Subway and more

Rentals

Video Rental
Car Rental
Carpet Cleaning Machine Rental
Equipment Rentals
Truck, Trailer Rental

Travel

(program services details to follow)
Information, Travel & Tours
Leisure Travel Services



Recreational & Fitness Activities

(program services details to follow)
Aquatics
Bowling Centers
Fitness Centers
Golf Courses
Health promotions
Marinas
Outdoor Recreation
Sports
Stables
Theaters

Hobbies and Crafts

(program services details to follow)
Arts & Crafts
Auto Hobby Shops
Ceramics

Other

Amusement Machines
Car Washes
Long Distance Phone Services
Vending Machines

Marine Corps Exchange (MCX)

The MCX is like a department store for use by Marines and eligible family members. It offers brand name merchandise at reasonable prices. The MCX sells uniforms, clothing, household goods and furniture, personal items, and much more. When you shop on base at the MCX, you are exempt from paying state and federal sales tax. Patrons usually enjoy an overall 17 percent discount when compared to similar products sold by local retailers. While the MCX provides substantial discounts on name brand items it also offers substantial savings with its private label “1775” clothing, unmistakable savings with its “Corps Value” items, and everyday savings in health and beauty items with “Exchange Select” products.

Did you know that when you shop at your Exchange you are recycling your dollars? That money helps to support free and low cost events, recreation and community centers, gyms, fitness centers, various programs, and so much more for the Marine family. **All Exchanges require you to show an ID to make a purchase. ID card holders may utilize these services on any military installation.**

Reasons to shop at the Exchange:

- **Price Match Guarantee.** All Marine Corps Exchanges shall adhere to one standardized Price Match Guarantee program. This program guarantees that the MCX shall match any competitor’s current, locally advertised price on any identical item sold by any MCX or any local competitor. It also includes a 14 day price match guarantee on any item purchased from any Marine Corps Exchange and subsequently sold at a lower price by a Marine Corps Exchange or a local competitor.
- **Special sale days.** Get there early, even before the doors open, for the best selection. Items go quickly. Most Exchanges have great sales regularly where an additional percentage is usually taken off the already low prices.
- **Tax free shopping**
- **Special orders.** Special orders can be made through the Customer Service Dept.
- **Exchange Catalogs** – Baby, Home Décor, Appliances, and a comprehensive Exchange Catalog.
- **Online Shopping** – Shop the Exchange from the convenience of your home or office.
- **Layaway** - You are able to pay an item off over time with no interest added, but there is a small fee for the service.
- **Value Pricing** - Guarantees you receive merchandise you know at the prices you want.

Recreational and Fitness Activities

Aquatics

Pools, beaches, and waterfronts are some of the most popular facilities offered, providing an outlet for outdoor recreation activities. Most major installations provide pool facilities for training and/or recreational use. There are approximately 40 pools in all, across the Corps. There are approximately 16 beaches and waterfront areas, with most located adjacent to camping or recreational lodging facilities. Scuba gear and lessons are available at some beach locations as well.

Bowling

There are approximately 21 bowling centers located on Marine Corps installations. The centers offer year-round competitive leagues and recreational play, combined with promotions and tournaments. Most centers offer up-to-date glow bowling with lights, sounds and entertainment. Most centers house a pro shop, which carry bowling balls, shoes, bags, and accessories and snack bars that feature a variety of pizzas, sandwiches and beverages.

Fitness

For those interested in participating in individual fitness activities, the Marine Corps has a variety of facilities offering fully-equipped weight rooms, various cardiovascular equipment, aerobics and martial arts classes, certified personal trainers, saunas, and locker rooms. Trained personnel are on duty to assist individuals in training programs.

Golf

Lush green fairways, beautiful lake and river front holes, and close-cropped greens make golfing a pleasure on any of the 12 golf courses provided on Marine Corps installations. Course sizes range from 9 holes to 36 holes. Most courses offer driving ranges, modern, fully-stocked pro shops, locker rooms, and snack bar operations. PGA teaching professionals are on staff and available for individual and group golf lessons.

Health Promotion

The Marine Corps health promotion program provides a variety of programs and services that support and encourage healthy lifestyles. The health promotion program offers health fairs, special events, and educational seminars and classes on the following topics: tobacco cessation, physical fitness, injury prevention, nutrition and body composition, stress management, suicide awareness, alcohol and substance abuse prevention, and blood pressure.

Marinas

For the water enthusiast, the Marine Corps has 12 marinas with a variety of boating opportunities. Over 400 slips are available for rent for private boats. Additionally, boat rentals (including sail and power boats), boating and fishing charters, and instructional classes, to include water safety certification classes, are available.

Outdoor Recreation Program

An outdoor recreation program is available at most installations, providing instruction and structured activities, such as archery, fishing, hiking, scuba, and boating. High adventure programs, which require specialized training/certification, are also provided, such as whitewater rafting, paragliding/sailing, and hang gliding.

- **Outdoor Areas** - Marine Corps installations are home to many outdoor recreation areas, with parks, picnic areas, jogging trails, beaches, and lakes. These areas offer a wide variety of leisure opportunities, to include swimming, boating, snorkeling, scuba, fishing, miniature golf, equipment rental, barbecuing, social gatherings, and playgrounds.
- **Outdoor Recreation Equipment Checkout** - Most installations have checkout centers, which rent a wide variety of outdoor recreation equipment on a daily or weekly basis. These centers assist customers in avoiding the expense of buying items they will not use on a regular basis. Items range from indoor and outdoor sports and recreation equipment to fully rigged boats, barbecue grills and camping supplies.
- **Camping, Cabins, and RV Parks** - The Marine Corps has camping, recreational vehicle parks, and recreational lodging facilities available for rent at many installations. Many of these sites are conveniently located next to recreational areas such as beaches, lakes and marinas.

Stables

For horsemen and women, five Marine Corps bases have boarding stables. In addition, two bases have horses for rent and offer riding instruction.

Movie Theaters

Let's go to the movies! Most installations offer movie programs where admission prices and concession items like popcorn, soda and other snacks are priced well below local commercial theaters. Many base theaters provide admission for only one dollar (\$1). The movies and special "Sneak Previews" are the same big name hits and blockbusters currently available in the civilian theaters.

TRAVEL

Information, Tickets and Tours (ITT)

The ITT program provides customer-driven travel venues and services, and entertainment activities. Information about local, regional and national attractions and events is available. ITT provides discount tickets to your favorite places (movie theaters, museums, etc.), including Disney-themed parks, and other theme parks, local event venues, and attractions. Group tours are arranged to popular events and attractions such as NASCAR races and Major League Baseball games.

Leisure Travel

Leisure Travel Offices provide airline reservations, car rentals/hotels, and discount travel packages. They can arrange vacation packages and cruises to appeal to all travelers.

Armed Forces Recreation Centers (AFRC)

AFRC resorts are affordable Joint Service facilities operated by the U.S. Army Community and Family Support Center and located at ideal vacation destinations. AFRCs offer a full range of resort hotel opportunities for service members, their families, and other members of the Total Defense Force. AFRC room rates are affordable and based on rank, pay grade, duty status, room size, and/or room location. Reservations are required well in advance. **While traveling or vacationing, it is always a good idea for ID card holders to ask if hotels, amusement parks, etc. offer military discounts.**

Facilities include:

- Shades of Green on Walt Disney World Resort, Florida - <http://www.shadesofgreen.org/>
- Armed Forces Recreation Center, Europe - <http://www.afrceurope.com/>
- Hale Koa Hotel, Hawaii - <http://www.halekoa.com/>
- Dragon Hill Lodge, Korea - <http://www.dragonhilllodge.com/>

Joint Service Bargain Travel Specials:

- Australia for You - <http://www.armymwr.com/portal/travel/travelresources/joint.asp>
- Great Travel Deals - <http://www.armymwr.com/portal/travel/traveldeals/>

Additional Joint Service Facilities include:

- The New Sanno Hotel, Tokyo, Japan - <http://www.thenewsanno.com/>
- Okuma Resort, Okinawa, Japan - <http://www.18services.com/okuma.html>

Other Agency Links:

- Government and Armed Forces Travel Cooperative - <http://www.govarm.com/>
- Armed Forces Vacation Club - <http://www.afvclub.com/>

HOBBIES AND CRAFTS

Arts and Crafts

Arts and Crafts skills development programs are designed to offer a wide variety of core craft activities, which can include framing, engraving, ceramics, woodworking, pottery, photography, jewelry making, and fine arts. Instructional classes in these activities are offered to the customer, which in turn will allow them to complete and accomplish learned activities in a self-directed environment. Patrons are encouraged to “learn” the activity and develop life skills.

Automotive Skills Program

It's Do-It-Yourself with a skilled mechanic to guide you. Lifts, bays, and specialized equipment are available at nominal charges to enable the customers to accomplish self-maintenance on their vehicles. Customers can do their own oil changing, tire rotation, tune-ups, and various minor maintenance services. Assistance is available for more technical services such as wheel alignment, engine diagnostics and tire balancing. The program offers instruction in a group environment or one on one to patrons requiring assistance with repairs and maintenance. Additionally, each center has a reference library available for use in all automotive repairs. Most centers sell supplies and can obtain specialized parts for customers at greatly reduced prices.

Military OneSource

Military OneSource is a personal, professional and family support program offering information and referral assistance 24 hours a day, 7 days a week, 365 days a year via toll free telephone and Internet access. This free service supplements the Information and Referral services currently offered aboard installations. Military OneSource also supports geographically dispersed Marines and their families (recruiters, reservists, and inspector and instructor staffs) who do not have traditional installation-based services available.

Masters-level consultants and specialty research teams are readily available to provide Military OneSource users referrals to military and civilian resources. Users can request information on parenting and childcare, education, finances, legal, elder care, health and wellness, crisis support, relocation, and more. The service also offers a wide array of free educational materials in many different formats: tip sheets, booklets, cassettes, and CD recordings. Face-to-face counseling sessions through private providers in the local area are available. Services are provided at no cost.

In addition to telephonic services, Military OneSource offers an award winning website that features online articles, workshops, locators, financial calculators, tips on tape, “E-mail a consultant” and much more. The website is Section 508 compliant for those who need visual assistance and is also available in Spanish.

To access Military OneSource:

By Phone:

From inside the U.S., call 1-800-342-9647

From outside the U.S., call collect 1-484-530-5908

For TTY/TDD (hearing impaired), call 1-866-607-6794

En español, llame 1-877-888-0727

Online:

www.militaryonesource.com

Prevention and Intervention



MCCS Marine and Family Services Counseling team provides free educational and counseling services and workshops for individuals and families seeking self-improvement. Early identification of personal and family stressors can prevent problems from escalating so they may be resolved before they affect you, your family, or unit readiness. Services provided can include:

Prevention and Education Services

- Parenting classes and groups
- Suicide Prevention
- New Parent Support Program
- Anger and Stress Management
- Couples and Relationship Programs
- Alcohol/Substance Abuse

Intervention

- Information and Referral
- Intakes and Screenings
- Clinical Assessments
- Victim Advocacy
- 24 Hour Domestic Violence Sexual Assault Services
- Family Advocacy

Counselors are licensed clinicians trained to work with individuals and families with a variety of emotional problems, such as Post Traumatic Stress Disorder (PTSD). Counselors can help individuals and families with issues of depression, resolving issues in marriage, developing conflict resolution skills, and discussing parenting issues.

The Counseling and Advocacy Program is comprised of highly qualified, licensed, clinical staff trained in family violence and available to provide services upon request. Counselors are available to respond quickly, 24 hours a day, 7 days a week to help individuals and families who are victims of domestic violence or sexual assault.

Please contact your local MCCS Marine and Family Counseling Services Center for a detailed list and calendar of ongoing classes and programs.

Project FOCUS (Family's OverComing Under Stress) is has just been released through the Department of Defense and it provides consultation and counseling to families on combat stress, traumatic grief and other deployment-related stressors. Families may self-refer.

Relocation Assistance Program

The Relocation Assistance Program (RAP) provides outbound and inbound relocation assistance when transferring to a new duty station.

Relocation Assistance Program Services include:

- PCS Move Workshops
- Moving Overseas Workshops
- Welcome Aboard Orientations
- Newly Arrived Spouse Orientations
- New Sponsor Orientations
- Home Buying and Selling Seminars
- Lending Locker Services

For additional information log on to:

<http://www.usmc-mccs.org/rap/index.cfm>

Transition Assistance Management Program

If a Marine decides to separate from the Marine Corps or is getting close to retirement, he/she will utilize the Transition Assistance Management Program (TAMP). This program provides career/employment assistance, vocational guidance, and transition information. Marines are eligible to begin accessing TAMP services within 12 months of separation or within 24 months of retirement. For more information, contact your local TAMP office or visit <http://www.usmc-mccs.org/tamp/index.cfm>.

Personal Financial Management

The Personal Financial Management (PFM) program provides free financial education, training, counseling, and information and referral services for Marines and their family members. A solid understanding of one's personal financial situation and prospects will give one a better chance of achieving financial success and having an improved quality of life. Sound personal financial management also contributes to the ability to prepare and respond to the many challenges of the military lifestyle.

PFM Program services and workshops include:	
<ul style="list-style-type: none">◆ Financial Planning Goal Setting Transitional Challenges Estate Planning◆ Money Management Pay and Allowances Budgeting and Cash Management Credit and Debt Management Major Purchases Planning◆ Retirement Planning Entitlements and Benefits High – 3 vs. REDUX/CSB Long-term Health Care◆ Information Family Subsistence Supplemental Allowance (FSSA) Consumer Benefits and Rights Women, Infants, & Children (WIC)	<ul style="list-style-type: none">◆ Investment Planning Investing Basics Thrift Savings Plan (TSP) Roth and Traditional IRAs Educational Savings Accounts (ESA) Government Savings Bonds◆ Other Workshops Banking On It Car Buying Maneuvers Covering Your Risks (Insurance) Housing Hurdles Life Cycle Financial Fitness Tackling Debt Take Charge of Credit

For additional information on the PFM program, log on to:
<http://www.usmc-mccs.org/finance/index.cfm>

Other Quality of Life Support Programs and Services

Legal Assistance

The Legal Assistance Program can help a Marine with legal matters at no charge. The program provides comprehensive legal support to our worldwide and deployable military community in the areas of estate planning, family law, state and Federal taxation, immigration and naturalization, consumer law, military rights and entitlements, and others. The focus of the Legal Assistance Program is to assist those eligible for legal assistance with their personal legal affairs in a timely and professional manner by providing clients legal counsel, support, and representation to the maximum extent possible. An appointment is required for these services and required paperwork should be verified in advance.

1. **Powers of Attorney.** One of the most important matters to consider, especially during pre-deployment planning, is a Power of Attorney. A Legal Assistance officer should be contacted to help prepare one. They come in two forms:

A General Power of Attorney allows the holder of that legal document the right to sell personal property, and to use the grantor's credit. A General Power of Attorney grants virtually unlimited ability to act for another person. General Powers of Attorney often create more difficulties than they cure and are generally not advised. It is an extremely powerful legal instrument and can be a dangerous instrument in the hands of someone inexperienced in business matters, a person of unstable temperament, or a spouse when the marriage relationship is in a state of discord. A General Power of Attorney should not be executed unless the individual making it is fully aware of the risks associated with such a document. Always consider whether a Special Power of Attorney would serve the immediate purpose.

A Special Power of Attorney allows the holder of that legal document to act for the grantor only when conducting business that is delineated in the document. This power of attorney will list in writing the actions you want conducted on your behalf. A Special Power of Attorney can be very useful for such matters as moving of household goods, settling of insurance claims, and managing financial accounts or funds not jointly held. Care should be taken in determining who will hold the power of attorney and what actions will be authorized in the document. Remember that without the Power of Attorney, the family at home could be significantly hampered in dealing with matters that may arise during deployment. Additionally, there may be instances where a Special Power of Attorney may only be granted, as opposed to a General Power of Attorney. Please be sure to verify with the institution in which the power of attorney will be used as to which will be accepted.

2. **Wills.** This document is very important - particularly for those Marines with family members. The primary purpose of a will is to ensure that minor children are cared for and property distributed as you, the writer, desires. Without a will, state laws decide how personal property is distributed and, if there are children involved, they can become wards of the state. It is important that an individual's will reflect his/her current state of affairs so keeping it up to date is critical. Overlooking the execution of this important document could directly affect the security of a Marine's family. A banking institution or a responsible adult should be named executor of the will. A will does not cover life insurance distribution. Insurance is a separate contract between the insured and the insurance company. Verify that the beneficiary designations on insurance policies are accurate and current.

3. ***In Loco Parentis.*** This phrase means standing in place of parents. If children are in the care of someone other than a parent or legal guardian, that person is considered in “*loco parentis.*” Some states will appoint children as wards of the state when the parents are injured and/or unconscious unless there is an original notarized document authorizing a specific person to act as guardian. It is possible that children in the care of someone other than the legal guardians or parents will not be seen for medical emergencies without this original notarized form. A separate form must be filled out and notarized for every person caring for the child or children and there should be a form in each vehicle that can be easily accessed.
4. **Notarization.** Notary public service is available at the Legal Assistance office, most banks and credit unions, and usually through Marine Corps Community Services. There may be a small fee for the service depending upon where it is obtained.
5. **Taxes.** Federal and State Tax returns (when required) must be filed even though the service member is deployed, unless an extension is granted. Problems in preparing and submitting tax forms or improper tax assessment may be directed to the Legal Assistance office. Marine Corps installations will normally have a VITA (Volunteer Income Tax Assistance) office to assist with preparing a return. Detailed information may be obtained from the IRS toll free from the hours of 8:15 am to 4:15 pm (EST) at 1-800-829-1040.
6. **Family Care Plan.** A Family Care Plan is the responsibility of all Marines who are single parents; dual military couples; Marines who otherwise bear sole responsibility for the care of minor children; or Marines with family members who are unable to care for themselves in the Marine’s absence. The plan outlines the legal, health care (medical and dental), logistical, educational, monetary, and religious arrangements for the care of the Marine’s family member(s) or ward, to include Wills, Power(s) of Attorney, Certificates of Guardianship or Escort, family contacts, Special Letters of Instruction, and any other documentation reasonably necessary for the caregiver’s use. The Plan must be reviewed for accuracy and validity each year and is a part of the Marine’s service record. Family Care Plans for those Marines who are required to have them are also included as a part of the unit family readiness program.

To find out more about Legal Assistance, log on
to
http://sja.hqmc.usmc.mil/jal/default_JAL.htm

Chaplains

Navy Chaplains perform many of the same functions as civilian clergy (all chaplains serving with Marines are actually Naval officers.) They conduct worship services and perform weddings, baptisms, funerals, and other rituals specific to their faith traditions. Also, they serve as confidential counselors who can assist servicemembers and their families in times of difficulty. Within the military, their specific task is to protect and guarantee an individual's right to freely exercise the religious faith of his or her choice. Chaplains also protect an individual's right not to practice a religious faith.

Chaplains represent a great many faith traditions. Sometimes, servicemembers or their family members wish to speak to a chaplain who comes from their same faith tradition. In such a case, it is the obligation of every chaplain to try to find a chaplain from that particular faith tradition, though circumstances sometimes make that impossible.

Servicemembers or family members needing assistance from a chaplain should attempt to contact their unit chaplain first. If there is no chaplain directly assigned to the unit, a call should be placed to the Base Chaplain's office.

CREDO

CREDO is a Marine Corps Family Team Building program, sponsored by the Chief of Chaplains, and funded by Headquarters, U. S. Marine Corps. CREDO has three FREE retreats: personal or spiritual growth and marriage enrichment. Transportation, meals and lodging are provided at NO COST to participants. Retreats are weekend get-aways held at retreat centers and available to active duty, their family members, DOD employees, retirees, and reservists. CREDO is offered on or near many Marine Corps bases.

Provost Marshal's Office (PMO), Military Police (MP)

The Provost Marshal's Office, PMO, enforces laws on base and investigates criminal activity. They also provide safety classes for children, home safety classes and will help set up a neighborhood watch on base.

When driving on base, abide by the posted speed limits, which are strictly enforced. Driving a couple of miles over the speed limit could get you a ticket and assign points to your license. If you acquire too many points due to base driving infractions, your base driving privileges could be revoked. Do not park in a designated parking spot, unless you are entitled and your car has the appropriate sticker on it.

- Pedestrians in marked crosswalks have the right-of-way on base.
- Wearing seatbelts is mandatory.
- Hands-free headsets are required while driving and speaking on a cellular phone.
- Remember the speed limit is 15 MPH when passing troop formations on the road. Be patient.

All violations are reported daily on the Commander's blotter with names and details.

Navy-Marine Corps Relief Society

This is a nonprofit charitable organization whose purpose is to assist Navy and Marine Corps service members and their families in times of need with financial assistance, budgeting assistance and other helpful services.

The Navy-Marine Corps Relief Society's (NMCRS) assistance is provided as an interest-free loan or grant. The Society can help Marines in times of financial distress to meet challenges such as costs associated with emergency leave, the deductibles and cost share for TRICARE, food vouchers, rent assistance, emergency car repairs, and other critical aid to help them get back on their feet. Marines and/or their families must arrange an appointment and speak with a NMCRS caseworker to determine the need for assistance.

NMCRS offices are located on all major Marine Corps installations and Naval Bases. If you need to contact the Navy-Marine Corps Relief Society and are not located near a base or installation, contact the nearest Red Cross office. The Red Cross can act on behalf of a NMCRS office in terms of screening and providing financial assistance.

American Red Cross

Red Cross provides a unique service to military families...emergency communications. If you have a serious family emergency while your military family member is away, the Red Cross can help get the message out. They are able to take calls 24 hours a day, toll free, at 1-877-272-7337 or visit www.redcross.org.

How to Contact the Red Cross to Send an Emergency Message:

- Active duty service members stationed in the United States and their immediate family members may call the Red Cross Armed Forces Emergency Service Centers for help seven days a week, 24 hours a day, 365 days a year. The toll-free telephone number is available through base or installation operators and from local on-base Red Cross offices.
- Other family members who do not reside in the service members' household, members of the National Guard and Reserves, retirees, and civilians may access Red Cross services through their local Red Cross chapter, which is listed in local telephone books and at <http://www.redcross.org/where/where.html>.
- Overseas personnel stationed on military installations should call base or installation operators or the on-base Red Cross offices.
- At overseas deployment sites, contact the American Red Cross deployed staff.

When calling the American Red Cross to send an emergency message to a family member, it is necessary to have the Servicemember's:

- Full Name
- Rank/Grade
- Branch of Service
- Social Security Number
- Military Address
- Information about the deployed unit and the home base unit (for deployed service members only)

Besides emergency communication, the American Red Cross offers classes such as CPR and Babysitting and can be a great place to volunteer!

Other Resources

Armed Services YMCA – The Armed Services YMCA is a non-profit organization, whose sole mission is serving military service members – single, married, and families. Their programs enhance lives in spirit, mind, and body: which in turn strengthen families and encourage individuals to achieve their fullest potential. Check on the local programs provided.

National Military Family Association (NMFA) - If you are interested in keeping up with what is going on in Congress and other departments of Government that affect our military family benefits, contact the NMFA - They are located in Alexandria, Virginia, but have volunteer representatives on many Marine Corps bases. For more information about membership and getting their newsletter, or to become a volunteer representative write to:

National Military Family Association, Inc. 2500 North Van Dorn St., Suite 102,
Alexandria, VA 22302-1601 phone: 1.800.260.0218 | fax: 703.931.4600

USO – All military family members are eligible to use local USO facilities. Also, many airports have a USO room and you may find it a relaxing place to wait between flights.

Uniformed Services Almanac - This is one of the most useful sources of accurate information about military benefits, pay, rules, and regulations, that is available to you and your Marine. It costs about \$7.00, but it may be available at no charge from your local Relocation Assistance Program (RAP).

Casualty Notification Procedures

Although a very difficult to topic to face, parents of Marines must educate themselves on the procedures in place should their Marine be injured or killed, whether in combat or in an accident.

Deceased

Primary and secondary Next of Kin (NOK) of deceased Marines are notified in person by a uniformed service member between the hours of 0500 (5:00 am) and 2400 (midnight). The uniform for deceased notifications will be Service "A". The closest Marine unit to the location of the NOK is tasked by the Casualty Section at Headquarters, U. S. Marine Corps (HQMC) to identify a Casualty Assistance Calls Officer (CACO) who then notifies and assists the NOK through the Casualty Assistance Process, including disposition of remains, benefits and entitlements.

The Primary NOK is defined as the person most closely related to the deceased or injured Marine. If the Marine is married, the Primary NOK automatically defaults to his or her spouse. Secondary NOK are any relatives, family members, friends, etc. listed on the Marine's Record of Emergency Data (RED). The Primary, and all Secondary NOK will receive simultaneous notification within 24 hours of the casualty.

Additionally, the presence of a Chaplain is recommended for the notification however, notification will not be delayed merely for the sake of obtaining a Chaplain's presence.

Injured/Ill

Notification to the NOK of injured/ill Marines is telephonic and is conducted by the parent command between the hours of 0500 (5:00 am) and 2400 (midnight). HQMC is responsible for providing updates to the NOK regarding the Marine's condition, location and coordinates with the Casualty Section at HQMC for the execution of travel to the bedside via Invitational Travel Orders (ITOs). For cases involving very seriously injured/ill Marines, a CACO may be assigned to the NOK upon request of the parent command or if directed by HQMC. When the NOK resides in close proximity to the unit, the CACO is normally drawn from qualified personnel within the parent command. The closest Marine Corps unit will be contacted by MRPC to provide the CACO when the NOK are geographically separated from the unit.

Casualty Support and Survivor Benefits

Casualty Assistance Calls Officer (CACO) support is phased and specifically adjusted to facilitate the NOK's transition through grief stages and completion of the casualty process. Survivor support is available indefinitely through a Long-Term Care Manager (LTCM) at HQMC.

Transportation of Remains, Personal Effects (PE), and Burial

- Members of the Armed Forces who die in a combat theater of operations and are returned through the mortuary facility at Dover Air Force Base will be transported to the final destination (if required by air) by military aircraft or military contracted aircraft (as determined by the person authorized by the Marine to direct disposition of remains). The program has been expanded to include Operation ENDURING FREEDOM/Operation IRAQI FREEDOM (OEF/OIF) casualties who die at other locations, such as when the military member dies at a medical treatment facility from wounds or injuries received in a combat theater of operation. The remains shall have a military escort at all times and an honor guard detail for transfer of remains at receiving airports.
- Burial allowances include funeral and/or interment expenses, headstone/marker, flag case, and a Marine Corps floral tribute. Travel and two days per diem are authorized for the spouse, children and parents.
- PE of deceased Marines are distributed to the Person Eligible to Receive Effects by the Marine CACO. For OEF/OIF casualties, PE are processed at the Joint Personal Effects Depot, Aberdeen, Maryland.

Benefits/Entitlements and Support

- A Death Gratuity of \$100,000 is paid to the PNOK or as designated within 48 hours.
- SGLI coverage of \$400,000 is available for the Servicemember's beneficiary. The beneficiary is the person(s) designated by the Marine.
- Beneficiary financial counseling services are offered (free of charge) by Financial Point for two years. Financial Point representatives do not solicit business, but rather provide information (through the CACO) relevant to the survivors' financial situation to help them make informed decisions about their future finances.
- Spouses and children of those who die while on active duty are eligible for Military OneSource, available 24/7, for information/resource referral requirements.
- HQMC has compiled and made available a list of credible benevolent and philanthropic agencies that support Marines and their families with special needs or unique circumstances.

HQMC's Long Term Care (LTCM) is available to NOK on an indefinite basis. The LTCM typically calls the PNOK of all casualties approximately 60 days following death to ensure all benefits and entitlements have been filed for and to follow-up on any remaining matters.

For more information on CACOs, Survivor assistance or benefits, log on to the Casualty Assistance Website at: https://www.manpower.usmc.mil/portal/page?_pageid=278,1938196&dad=portal&schema=PORTAL