



**U.S. Army Human Resources Command
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TSGLI Enhances Program Through Addition of Advisors at Medical Treatment Facilities

Washington, DC - Traumatic Servicemembers' Group Life Insurance (TSGLI), a Congressionally-mandated insurance program for members of the Armed Forces, is reaching out to more Soldiers and their Families through the addition of Soldier Family Support Specialists (SFSS) at 10 critical Military Treatment Facilities (MTF) across the country. This is being done to provide consistent advice and assistance to all Soldiers and Family members so they can seamlessly file claims for traumatic injuries. The program, which is supported by Veterans Affairs, has provided \$152 million to traumatically-injured Soldiers alone.

SFSSs are subject matter experts who demonstrate a wide breadth of knowledge about the TSGLI program and have gained expertise in briefing and assisting Soldiers and their Families with the claims process. They work closely with the Warrior Transition Units and the Soldier Family Assistance Centers at the MTFs to provide their services. The addition of SFSSs will improve communication efforts, ultimately increasing the number of awarded claims for TSGLI.

"SFSSs are vital liaisons between the Soldier and medical community, ensuring the timely and accurate submission and processing of TSGLI claims," said COL John F. Sackett, who leads the TSGLI Branch under the Army's Human Resources Command, in Alexandria, VA.

The SFSSs perform a variety of duties including claims form assistance, medical documentation assistance, payment information and issue escalation to the TSGLI staff headquarters. SFSSs will also provide guidance on the most difficult loss areas in the activities of daily living, which include eating, bathing, dressing, toileting, transferring, and continence as they relate to the TSGLI claims process.

“Training SFSSs then deploying them to key MTFs makes them a permanent fixture to the TSGLI infrastructure and will expand our reach to the men and women of the Armed Forces,” COL Sackett said. “Through this new initiative, we are demonstrating our ongoing and ever increasing commitment to help traumatically wounded or injured Soldiers and their Families in their time of need.”

SFSSs have been deployed to the following MTFs: Walter Reed Army Medical Center, Washington, DC; Brooke Army Medical Center, Ft. Sam Houston, TX; William Beaumont AMC, Ft. Bliss, TX; Womack Army Medical Center, Ft. Bragg, NC and Eisenhower Army Medical Center, Ft. Gordon, GA.

SFSSs are also in the process of being trained for deployment to: Schoefield Army Medical Center, Schoefield BKS, HI; Blanchfield Army Community Hospital, Ft. Campbell, KY; Guthrie Ambulatory Army Medical Center, Ft. Drum, NY; Madigan Army Medical Center, Ft. Lewis, WA; and Darnall Army Hospital, Ft. Hood, TX.

While the SFSSs will operate at these set locations, they will also provide assistance at other MTFs throughout the country. In addition, other MTFs are being identified for future SFSS deployments.

TSGLI is for Soldiers—Active, Guard, or Reserve who incur a qualifying traumatic injury at any time during their service commitment, whether on or off duty. It provides a one time, tax free payment of up to \$100,000 per traumatic event, which can be used to help with unseen expenses or provide a financial start on life after recovery. The program began on 1 December 2005 and all Soldiers covered under SGLI are eligible. In addition, there is retroactive coverage going back to 7 October 2001, with slightly different eligibility requirements.

For more information about TSGLI, including detailed eligibility requirements and claim submission instructions, please contact the U.S. Army TSGLI service center at 1-800-237-1336 or email TSGLI@conus.army.mil. You can also visit the web site at www.tsqli.army.mil.

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