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**TSGLI Enhances Program Through  
Addition of Advisors at Medical Treatment Facilities**

**Washington, DC** - Traumatic Servicemembers' Group Life Insurance (TSGLI) is reaching out to more Soldiers and their families by adding a Soldier Family Support Specialists (SFSS) to the program at 10 critical Military Treatment Facilities (MTF) across the country.

This addition will 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 Department of Veterans Affairs, has provided \$180 million to traumatically-injured Soldiers alone.

SFSSs are subject matter experts with 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 so Soldiers have access to their services. The addition of SFSSs will improve communication efforts, ultimately increasing the number of approved TSGLI claims.

“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, and payment information. SFSSs also will 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,” 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 Army Medical Center, Ft. Bliss, TX; Womack Army Medical Center, Ft. Bragg, NC; Eisenhower Army Medical Center, Ft. Gordon, GA; Blanchfield Army Community Hospital, Ft. Campbell, KY; Schofield Army Medical Center, Schofield Barracks, HI; 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 also will provide assistance at other MTFs throughout the country. In addition, other MTFs are being identified for future SFSS deployments.

TSGLI, a Congressionally-mandated insurance program for members of the Armed Forces, 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. All Soldiers who are covered by SGLI are covered under the program launched Dec. 1, 2005. In addition, there is retroactive coverage going back to Oct. 7, 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](mailto:TSGLI@conus.army.mil). You can also visit the web site at [www.tsqli.army.mil](http://www.tsqli.army.mil).