

April 2012

Volume 1, Issue 3



# IPAC Newsletter



New Orleans, LA 70146

## Director's Note

The IPAC is continuing to work hard in our efforts to maintain outstanding customer services. Our goal is to surpass the timely and accurate service we provided in 2011. We are continuing our quest to increase efficiency and create a climate of personal service to each commander, Marine and family member stationed aboard Marine Corps Support Facility. To provide even greater support, the IPAC has developed high performance teams to meet the changes in administration to better service our customers' needs. Through detailed communication and support in CONUS, as well as deployed, the IPAC is continually meeting the goal of unit diary timeliness and accuracy rate. But we need your continued support to make this IPAC the premier service center in the Marine Corps. We are constantly working to improve our services and we are interested in your view of the services provided. If you wish to comment, please write us at [MFR\\_IPAC@usmc.mil](mailto:MFR_IPAC@usmc.mil).

Website – <http://www.marines.mil/unit/marforres/MFRHQ/G1/IPAC>.

SharePoint – <https://portal.marforres.usmc.mil/sites/mfr/hq/g1/ipac/default.aspx>

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### Individual Highlights:

- CS C 2
- Sys Q/A Branch 2
- SelRes Branch 3
- IRR Branch 3
- Active Duty Branch 4
- OPC 4



## Customer Service Center



SSgt Mayra Garcia was promoted 2 April 2012; she also completed the Martial Arts Instructor course as the honor graduate

The Customer Service Center began reporting unit diary for RUC 20016,88831 and 46652. The entries are non pay related, primarily PHA, HIV, education and awards. You should see a faster turn around for the PARs submitted in these subject areas as they will not have to be reassigned to any other section. Though the Customer Service Center has had a few setbacks we are still moving forward to the DISA DECC hosting for the RightNow Technology. We anticipate the migration to occur during June 2012. The current secure website is <https://csc.marforres.usmc.mil> and the email address is [csc@marforres.usmc.mil](mailto:csc@marforres.usmc.mil) but will change after the migration to a [disa.mil](mailto:disa.mil) address. Keep an eye on the website and portal for updated info.

### DEERS/RAPIDS Office

It is very important that everyone stays informed of all policy changes in regards to the eligibility of new and replacement of identification cards to avoid making unnecessary trips to the office. There is also an updated list of required documents on the

portal as well as the IPAC website. The ID office is open Monday - Friday from 0730 - 1630 and 0800-1200 on the Saturday of each drill weekend. Ms. Celia Miles can be reached at (504) 697-8999.

### Congratulations!

Staff Sergeant (meritorious selected) Mayra Garcia, Customer Service SNCOIC, she will be promoted on 2 April. Sergeant Garcia also completed the Martial Arts Instructor course and was selected as the honor graduate. Job well done!

We said goodbye to Corporal Ortiz who was reassigned to SysQA, and Corporal Santiago who was reassigned to SelRes.

We welcome Sergeant Harper, Sergeant Emerson, Sergeant Pryor and Corporal Austin; they were reassigned to the CSC. Good luck to them all.

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## Systems & Quality Assurance Branch

### PAAN 12-12/RPAAN 12-12 – CHANGE TO TRICARE DENTAL PLAN

PAAN 12-12/RPAAN 12-12 provides the new TRICARE Dental premiums rates that will be effective April 1, 2012.

1. The new TRICARE dental premiums will be deducted effective April 1, 2012 for May 2012 coverage. Active duty component plans include single enrollment premiums (covers one family member), and family enrollment premiums (covers more than one family member). Reserve component plans include sponsor only premiums (covers only the service member who is not on active duty), single enrollment premium (covers one family member), family enrollment premium (covers more than one family member), and sponsor and family member (covers service member who is not on active duty and family members).

2. The following rates apply:

- ACTIVE: Single - \$10.30; Family – \$30.89
- RESERVE SMCR/IRR (Early Mobilized): Sponsor - \$10.30; Single - \$25.74; Family – \$77.22; Sponsor and family – \$87.52
- IRR (Non-Mobilized): Sponsor only - \$25.74; Single – \$25.74; Family - \$77.22; Sponsor & family - \$102.96.

3. TRICARE dental premiums (active component will continue to be deducted from the members pay as an allotment. Reserve component premiums will be deducted from available earnings (i.e. IADT, AT)

or Metlife will direct bill for premiums due in the case of insufficient earnings.

4. All denial insurance claims for dental services rendered through April 30, 2012 will be administered by United Corcordia (UCCI). UCCI customer service department can be reached toll free at: (800) 866-8499.

5. New Metlife TRICARE dental welcome packages and insurance cards will be mailed out to TRICARE dental enrollees during the month(s) of March and April 2012. TRICARE dental insurance enrollees should advise their dental providers of new Metlife insurance information for any dental services rendered on or after May 01, 2012.

6. Effective March 21, 2012 all members who were enrolled in the TRICARE dental plan or those who wish to enroll in the TRICARE dental plan must personally contact the Metlife customer service department toll free at: (855) 638-8371 to address any questions or concerns they may have regarding the dental insurance plan.

### Congratulations!

SYS/QA would like to welcome Sergeant Ruben Ortiz to the section. He was recently moved from the CSC and has quickly learned how to work CRCR.

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SYS/QA welcomes Sgt Ruben Ortiz to the section, who moved from the CSC 1 March 2012.

## Selected Reserve Branch

During this year's IMA OpSponsor Conference, in March, the SelRes Branch released the first IMA Operational Sponsor Administrative Guide, designed to give OpSponsors a single point of reference/starting point for common administrative issues inherent with supporting IMA personnel. The Guide is now available, complete with hyperlinks and bookmarks on the following page of the IPAC website:

[http://marines.mil/unit/marforres/MFRHQ/G1/IPAC/NEW%20IPAC%20SITE/Documents/IMA/IMA\\_OpSponsor\\_Admin\\_Guide.pdf](http://marines.mil/unit/marforres/MFRHQ/G1/IPAC/NEW%20IPAC%20SITE/Documents/IMA/IMA_OpSponsor_Admin_Guide.pdf).

The Guide is only as good as the information within, so we rely on the OpSponsors to let us know what information they want in it and/or what information is of no use, so we can update it and keep it relevant. If you have suggestions concerning the Guide please send us an email at [mfr\\_g1\\_ipac\\_selres@usmc.mil](mailto:mfr_g1_ipac_selres@usmc.mil).

We would also like to use this forum to reiterate a change in processing interunit transfers (IUT) out of commands for all personnel serviced by the Selective Reserve Branch. In the past, commands and OpSponsors were preparing the IUT orders for the Marines. Going forward, IPAC now prepares the IUT orders for the Marines based on the information contained in the Marines IUT Request; a blank request can be obtained from the following page of the IPAC website:

[http://marines.mil/unit/marforres/MFRHQ/G1/IPAC/NEW%20IPAC%20SITE/Documents/IMA/IMA\\_IUT\\_Request.pdf](http://marines.mil/unit/marforres/MFRHQ/G1/IPAC/NEW%20IPAC%20SITE/Documents/IMA/IMA_IUT_Request.pdf).

## Individual Ready Reserve Branch

This command no longer maintains service records for those currently in the Individual Ready Reserve (IRR). Per MARADMIN 323/10, service records are now maintained at CMC (MMSB-20) 2008 Elliot Road, Quantico, VA 22134-5030. If you are an IRR Marine in need of a copy of your Service Record, you can access a digital copy on Marine Online (MOL). Official Military Personnel File, "OMPF" will be available after logging into MOL. In addition, your OMPF contains a copy of your promotion photo, master brief sheet, processed fitness reports and commendatory and derogatory information. For assistance with your MOL account, please access the MOL website <http://tfas.mol.usmc.mil> and follow the links labeled "Forgot your Password?" Click here or "Don't have an account?" Register here. If you require additional assistance you may contact the MOL helpdesk by email at [mol.support@mcw.usmc.mil](mailto:mol.support@mcw.usmc.mil) or by telephone at (816) 394-7232. If you cannot access or are having difficulties with MOL you can access the Customer Service Center website at <http://csc.marforres.usmc.mil> to request your service record or call toll free at (800) 255-5082.

If an IRR Marine is in need of medical records regarding discharges that occurred after 1994 they are located at the local Department of Veteran Affairs (DVA).

Once the IUT request is filled out in its entirety, submit a personnel action request (PAR) through the Customer Service Center and the SelRes personnel will create the IUT orders, transfer the Marine via unit diary and provide a copy of the orders to the losing command/OpSponsor so his health and dental records can be forwarded.

In this edition of the Newsletter, much as we've acknowledged the assistance of specific commands, OpSponsors and their support staff in past articles, SelRes would like to recognize the overwhelming cooperative effort of the RSU in Miramar, CA for helping SelRes meet several reporting deadlines on a myriad of training events and documentation effecting promotions, and their preparation and presentation of documents effecting pay and allowance.

### Congratulations!

SelRes would like to recognize GS05 Mr. Olin Lott for his selfless contribution and esprit de corps. He filled in for a majority of the past couple of months assuming the total workload of a fellow branch member who was temporarily assigned to assist another office within MARFORRES to prepare for an inspection.

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Mr. Olin Lott selflessly assumed a major amount of work load in efforts to aid in the section's loss of a team member due to reassignment.

Contact information for the DVA is located in the blue pages of the phone book. If by chance the constituent is unable to locate this contact information, they can call the DVA's Congressional Liaison Service at (202) 225-2280 to obtain this information. All medical records corresponding to discharges that occurred prior to 1994 are archived with the constituent's Service Record Book at the National Personnel Records Center. They may contact this agency to request their medical records by writing to: Director National Personnel Records Center Military Personnel Records (USMC) 9700 Page Avenue St. Louis, MO 63132. It is important to note that only one copy of medical records exists. Medical records cannot be ordered through separate agencies for this reason.

### Congratulations!

The IRR Branch would like to congratulate Sergeant Ginger Chaney who recently scored a 340 on the rifle range 4-12 and was the range high shooter.

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Sgt Ginger Chaney scored 340 on the rifle range 4-12 and was the range high shooter.

# Active Duty Maintenance Branch

## 030/12 AWARDS UPDATE 051/12 FY12 & FY13 OFFICER TIME-IN GRADE RETIREMENT WAIVER PROGRAM

Announces the waiver of Time in Grade requirements for Active Duty Colonels and Lt Colonels with more than 20 yrs of active duty service, from three years to two years. Officers must have at least 10 yrs of commissioned service. Retirement dates must be NLT 1 October 2013.

This waiver is limited to no more than 2% of the authorized strength in grade. Accordingly, authorized approvals are limited to 14 Colonels and 39 Lt Colonels.

## 055/12 to 057/12 ANNOUNCEMENT OF APPROVED NAVY UNIT COMMENDATION AWARD

Announces the award for various periods of duty in Iraq and Afghanistan

## 085/12 PRORATION OF IMMEDIATE DANGER PAY (IDP)

IDP allowance will be paid on a day-for-day basis to eligible members serving in an IDP-designated location during a calendar month. Effective 1 February, days paid will be for actual days served in that area. The full monthly allowance is \$225.00 a month which equates to \$7.50 per day.

## 119/12 TRICARE DENTAL PRG TRANSITION GUIDANCE

On 1 May 2012 dental coverage will be transferred from United Concordia to Metropolitan Life Insurance Company, Inc. (METLIFE). The transition for family members will be seamless. See Maradmin for new contract benefits and features.

## 115/12 REVISION OF LAW REGARDING ELECTION OF PERSON AUTHORIZED TO DIRECT DISPOSITION OF REMAINS (PADD)

Previously the PADD had to be a surviving spouse, blood relative, adoptive relative or persons standing in Loco Parentis. With the new change allows any person to be designated, regardless of relationship.

Records Scanning HQMC directed the scanning of the service record in 2011 so that the record would be available electronic. The section has been working diligently to get all the records scanned and is near completion. The branch will be issuing Service Records and Officer Qualification Records beginning in April to the Marines. Notification will be made through the commands. Each Marine will have to sign for their record for accountability purposes.

## Congratulations!

We'd like to congratulate Sergeant Ronald Irwin for completing the Sergeant's Course on 22 February 2012 and also to Private First Class Alejandro Santos for completing a 3 week course for Security Augmentation Course.

A warm welcome goes out to the following personnel for joining the Active Duty Branch: LCpl Snyder, Sgt Negrete, LCpl Herrera, PFC Brooks, PFC Smith, PFC Santos.

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# Order Processing Center

Orders Processing Center (OPC) continues to strive at supporting the customers through the CSC database. There have been some issue with LOA for 2012 funding, this has slowed down the processing of many claims; we have been working with the comptrollers to fix the problems and resubmission of all travel claims.

The following discrepancies have been found on a re-occurring basis: (1) Travelers personally procuring airline tickets. If this happens the traveler must provide a justification statement which is forwarded to MFR DMO for review and approval. If approved, the reimbursement will not exceed the cost of a GTR per JFTR U3110; (2) Travelers not including a copy of their official flight itinerary for IDT order travel claims per MCRAMM; (3) Travelers modifying start and/or end dates of orders and not obtaining an ord mod to reflect date changes.

## Quick Tip:

Lists of repetitious minor discrepancies we are experiencing are as followed: (1) 1351-2 are being submitted incomplete. Trends are: 1) Blks. 1-5-12-14-16-17 are not ALL marked, 2) Blk. 15 Travel dates are wrong, 3) Blk. 15.b. member typed: "HOME" instead of correct HOR address - City/State-name; "Airport Name" no City/State-name; "Base Name" instead of: TAD/TY Site - City/State-name.

Missing Receiving Endorsement letter of the orders and if there is one: (1) Appropriate responses not circled "Have/Have Not" or "Do/Do Not"; (2) Wrong City/State location orders where accepted, member sometimes used the TAD/TY Site. Also, wrong Time/Date, Date-conflict with the Member's Travel Dates or period of duty dates.

## Congratulations!

Corporal Tong Ly was promoted from Lance Corporal 1 March 2012. Also OPCs audit sections lead clerk would like to say, "Job well done" to Sgt Tarascavage, LCpl VizhcoCoronel and Mr. Edinburgh.

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Sgt Irwin graduated from the Sgt's Course on 22 February 2012.



Cpl Tong Ly was promoted on 1 March 2012.