



**CLAIMS REPORT TO THE IAM EXECUTIVE COMMITTEE
AUGUST 11 & 12, 2011
DENVER, CO**

Submitted by Peggy Wilken, Claims Committee Chair
Prepared 8/8/10

I wish I had a lot of exciting news to provide about great strides being made on claims initiatives, but that is simply not the case right now. The issues on the table currently are:

1. **DP3 claims module rewrite:** In late spring, we got the final draft of the agreed upon screens that would comprise the new claims module from John Johnson. Although there were a few things we weren't totally in agreement on, for the most part, we had good consensus between industry and the claims services on how the module should look and work. We were told this would go to the FRB for further approval and funding. And that's the last we have heard. Actually, what we have heard is that JJ has no idea when this will actually move forward and I am guessing it is money that is the holdup.

We were also told that there were going to be a few quick fixes that would happen no later than mid-summer to correct the most commonly occurring issue about the member thinking they had filed their claim but really not having submitted it. Nothing has been issued on this either yet. We think there might be a fix happening in August and these changes could be in it.

2. **DP3 claims business rules rewrite:** Absolutely no progress here. I believe the latest version is with Navy, but we have not been given any drafts from the claims services at all. I have asked 2 or 3 times for an update report and each time I am told that it will be just a little bit longer.
3. **Continued issues with wet shipments:** Recent emails from Sandy Rowe-Maier and Tyler Smith have indicated some potential progress but we may be bringing this back up at the claims panel. Sandy has had communications with Col. Zeck of AMC that seem promising and she doesn't want to undermine him so we will handle in the most politically correct way to produce the desired results. This may mean that we avoid the topic at the claims panel.
4. **Instructions for inclusion of alcohol in international shipments:** The concern is that certain types of alcohol and/or pressurized carbonated beverages are HAZMAT and could potentially explode—Spangdahlem has threatened suspension if a TSP refuses such items; Steve Fair appears to have taken the position that TSP's can refuse the shipment without penalty—but that does not address the issue of whether such items should even be shipped in the first place.
5. **Claims for Pro Gear/OCIE:** OCIE is Organizational Clothing and Individual Equipment and the issue is if these items are missing or destroyed, is the claim payable to the military service member. The thinking is that these goods are issued at no cost to the member, so they need to requisition new OCIE and the government would then seek reimbursement from the TSP. We will ask for some more clarification on this issue at the claims panel so the members do not get compensation for something that they have no out of pocket cost.