

PCA Claims

As the result of proactive work by MARFORLANT, the following gouge is provided by CMC (MRP), the HQMC claims authority, regarding Personnel Claims Act claims for damage to personal gear. Bottom line, MRP is not going to delegate adjudication authority, but has promised fast processing. Mr. Brown and Ms. Elder of MRP in particular have been of great assistance and understand the importance of taking care of the Marines in a timely fashion so that morale stays high.

Following is an email from Mr. Brown on the subject.

-----Original Message-----

From: Brown GS13 Donald W
Sent: Tuesday, April 08, 2003 12:17 PM
To: Stephens Capt Thomas S
Cc: Elder GS11 Myra L
Subject: RE: Claim Settlement Authority Request

HQMC MRP-2 is ready willing and able to help our Marines process any claim they have as quickly as possible. We understand the difficulties in using the normal processing channels to get claims to us for settlement and have modified the normal procedures to assist in this matter. We can accept either faxes or emails that are submitted to settle the claim and will settle them without the paperwork. While the paperwork will eventually be required we will wait for it to follow. In emergency cases we can get payment to the Marines account within 24-48 hours after receipt of the claim and almost all others will hit the Marines account within 7-10 days.

While we understand the need to settle claims as quickly as possible the HHG claims process is controlled by the HQMC ACIS database for accountability of claim funds, administration process, adjudication process, pre-validation process of obligated funds at DFAS-KC when we fax the payment voucher to Vendor Pay, with HQMC Claims Office follow-up through the Vendor Pay Inquiry System to confirm the payment voucher was received and the claim payment was completed. In short these procedural requirements do not go away even if the authority to settle the claim was delegated and we are in the best position to ensure that the Marines claims are settled by DFAS.

With respect to the issue of settling claims we will get the Marines paid for all meritorious claims ASAP. In addition statements from the command or the claims poc (i.e. the SJA)

that support whether the claim is meritorious, while not conclusive, will be given great weight. We understand that the eyes on the ground have a better view in that part of the world than we do and your opinions are a valuable input that make the process easier and ensures that it is done accurately. Attached are some word documents that can be used that will make the electronic process easier.

S/F,
Don Brown
HQMC Claims Office