Table of Contents

Welcome and Points of Contact 1

USACE Origins 2

Vicksburg District Mission 3

Getting Started 5

Safety and Emergency Management 6

DoD Civilian Employees 8

Resources and Benefits 8

Pay, Leave and Travel 10

Career Opportunities and Training 14

Civilian Appointments 19

Active Duty Military 20
As a member of the MVK team, you are our most important asset. We could not execute the mission and provide high-quality service to the nation and the region without employees like you. You should remember that the information you learn and tasks you complete will prepare you to best understand and execute the mission.

I also encourage you to take time to learn not only about the area’s scenic landscapes, but also the community where it is situated. Explore 1,250 miles of commercially navigable streams and rivers, exciting opportunities that await you. Your packet will be updated at a minimum every quarter to ensure POCs are up to date, web links are valid and current and that any recent major changes to organizations, missions, sections, regulatory. From our district office in Vicksburg, Mississippi, and our field offices scattered across the region, we engineer to improve the lives of people across the country and around the world. It is my honor and privilege for your role at MVK, we provided you with this informative welcome packet. Please take the time to read through it and learn about the responsibilities and commitments that you will make. Your supervisor will be able to help you with your questions. Though the onboarding process may feel overwhelming at times, you should remember that the information you learn and tasks you complete will prepare you to best understand and execute the mission.

We are very pleased to welcome you to MVK and excited about all that you will accomplish. We look forward to working with you to best understand and execute the mission. Thank you for choosing to join the MVK team! For recommendations or updates to the packet, please contact the MVK Public Affairs Office via email at vicksburgdistrict@usace.army.mil.

The history of American military engineering began during America’s War for Independence when Congress established the Continental Army with a provision for a chief engineer on June 16, 1775. The U.S. Army Corps of Engineers (USACE) developed from the expertise and experience of professional French military engineers, and their influence resonates through many of our traditions, such as the motto “Essayons,” which is French for “let us try.” The Army established USACE as a separate, permanent branch on March 16, 1802. For more information on USACE origins, click here.

Vicksburg District on Social Media
Stay updated on the district’s Facebook, Twitter, and YouTube accounts.

MVK traces its history back to 1873 when Capt. William Henry Harrison Bengough established a U.S. Army Corps of Engineers (USACE) office in Monroe, Louisiana, to survey land and remove navigational hazards from the Ouachita River in Louisiana. After five years later, on August 1, 1884, Capt. Eric Bergland established the first permanent USACE office in Vicksburg.

After USACE was divided into five engineer divisions in the 1890s, the Vicksburg District Office became one of them, including the Southwest Division, the Gulf Division and the Western Division. In 1929, the Western Division was reorganized in the Upper and Lower Mississippi Valley Divisions, and Vicksburg became the headquarters for the latter and supervised the work of the Memphis, New Orleans and Vicksburg districts.

In the early 1900s, the federal government committed itself to flood prevention and control with the Randsdall-Humphreys Flood Control Act of 1917, which appropriated $45 million to the MRC and required local interests to pay at least half the cost of flood protection works and provide all levee rights-of-way. In 1924, MVK completed its first major navigation project, a system of six locks and dams on the Ouachita River that provided year-round 6-1/2 foot navigation to Camden, Arkansas.

The Great Mississippi Flood of 1927, the most devastating in the nation’s history, challenged the Army Corps of Engineers and challenged federal flood control efforts. At the time, MVK monitored $294 million worth of the Mississippi River and tributaries, most of which were solely occupied by levees. The Arkansas and Mississippi Rivers broke lose and flooded large areas of Arkansas, Mississippi and Louisiana, and losses at MVK were estimated at $104 million. After this devastating flood, the Flood Control Act of 1928 developed a comprehensive flood control program that included the world’s longest system of levees.
In 1936, the Yazoo Headwater Project created the Arkabutla, Sardis, Enid and Grenada lakes in Mississippi. Around the same time, three similar lakes designed for flood control and hydropower production were built on the headwaters of the Ouachita River in Arkansas, the Ouachita, DeGray and Greersons lakes.

In 1960s, USACE created the Flood Plain Management Services Program to provide technical services and planning guidance to local, state and other federal agencies, and in the 1980s, MVK's work reached an international scale with a water resources development study in the Niger Basin of West Africa.

Since its first office opened in 1884, MVK has expanded and diversified from its humble origins along two small rivers in Mississippi and Louisiana to encompass a 68,000-square-mile area across portions of Mississippi, Arkansas and Louisiana and to impact communities across the country and around the world.

For more information about MVK's history, click here.

Vicksburg District (MVK) is one of six districts that compose the Mississippi Valley Division (MVD) of USACE. The other districts in the Division are located in St. Paul, Minnesota; Rock Island, Illinois; St. Louis, Missouri; Memphis, Tennessee; and New Orleans, Louisiana. MVD is one of nine USACE Divisions worldwide, which encompass the U.S., Europe, the Middle East and Transatlantic regions, Japan and Korea.

USACE Mission: Engineering solutions for our Nation's toughest challenges.

USACE Vision: Deliver vital public and military engineering services; partnering in peace and war to strengthen our nation's security; energize the economy and reduce risks from disasters.

Since its establishment in 1802, USACE played an integral part in the development of the country and its defense. While the mission has evolved with the needs and priorities of the nation, the commitment of the workforce has remained constant.

USACE:
- Is the nation’s number one federal provider of outdoor recreation.
- Owns and operates more than 700 dams nationwide.
- Operates and maintains 12,000 miles of commercial inland navigation channels.
- Dredges more than 200 million cubic yards of construction and maintenance dredge material annually.
- Maintains 926 coastal, Great Lakes and inland harbors.
- Restores, creates, enhances or preserves tens of thousands of acres of wetlands annually under its Regulatory Program.
- Owns and operates 24 percent of the U.S. hydropower capacity or three percent of the total U.S. electric capacity.
- Provides technical and construction support to more than 100 countries.

MVK executes several projects that are critical to the economic and military security of our nation and keep the district at the forefront of international engineering.

These projects include:
- Development and maintenance of a nine-foot navigation channel on 278 miles of the Mississippi River, which carries over 500 million tons annually to the world’s busiest shipping corridor in between Baton Rouge and New Orleans.
- Construction and operation of an expansive flood control system that has prevented more than $50 billion in flood damages.
- Restoration of natural resources, such as the water quality in Arkansas’ largest natural lake, Lake Chicot, and thousands of acres of bottomland hardwoods in the Mississippi Delta.
- Recreation programs that attract nearly 30 million visitors annually to nine lakes and provide $1 billion in benefits to local economies.

For more information about the size and scope of MVK’s work, click here.
Arriving at the District Office

The Vicksburg District (MVK) office is located at 4155 Clay Street, Vicksburg, Mississippi 39183. Upon arrival, enter through the main gate identified by a large red brick Vicksburg District Sign in the center of the driveway, and a Security Guard House at the entry. You must present a valid driver license to gain entry. Upon entering the district office, check in at the security desk in the lobby on the first floor. Your sponsor or supervisor will welcome and escort you through the district office. Take the time to note the office layout and important locations, such as your work station, entrances and exits, washrooms, and breakrooms. Prior to arrival on your first day, check with your sponsor or supervisor for appropriate work attire, which will vary based on your location and duty assignment.

New Employee Checklist

During your first few weeks at MVK, you will need to complete a list of tasks to onboard properly. Please refer to the New Employee Checklist for information to complete a list of tasks to onboard properly. Please refer to the New Employee Checklist for information.

Facilities Access

A valid, registered CAC is required to access the MVK office and its online systems. Your sponsor or supervisor will help you obtain a CAC from the Security office, which is located on the first floor in room 104.

Communications, Network Access and IT Support

Most of the technical difficulties you may experience with your computer, work telephone and other electronic equipment is handled by the Army Corps of Engineers – Information Technology (ACE-IT) staff. Their offices are located on the first floor, and they are available to troubleshoot problems in-person and remotely.

To submit a fix-it ticket and request help from ACE-IT, click here (while on the USACE network) or call 1-866-562-2348.

SAFETY AND EMERGENCIES

Construction Safety

If your work takes you to the field, you will need protective footwear, such as steel-toed boots or shoes. Your supervisor will determine what kind of protective footwear is appropriate for a particular job based on anticipated hazards. The administrative assistant in your section will order your protective footwear and notify you when it arrives. For more information on MVK’s protective footwear policy, read the latest guidelines here (while on the USACE network).

Other safety equipment, such as hard hats, reflective vests, hearing protection and safety glasses, will be provided by your supervisor as needed. Always use the appropriate safety equipment when in the field and follow the guidance of construction site leads and personnel.

Fire Evacuation

In the event of a fire at MVK headquarters building, proceed to the nearest fire exit immediately. The fire exits are located on the east and west ends of the building. Do not use the elevator during a fire evacuation. After you exit the building, proceed to the evacuation assembly area in the parking lot and locate your section’s designated meet-up area. Notify your supervisor that you exited the building safely as soon as possible. Your immediate supervisor or section members can direct you to the quickest route from the building to the evacuation assembly area.

Health

The Safety and Occupational Health clinic is located on the 1st floor in room 124. The clinic is staffed by a nurse and a physician trained to provide workplace-related healthcare for MVK employees. For more information on the resources and programs offered by the Safety and Occupational Health office, visit their webpage here.

Accountability and Notification Guidance

MVK uses AtHoc, a mass warning and notification system. This system allows EM to notify employees of critical or time-sensitive information and aids our accountability process. Notification methods include desktop popups, calls and/or text messages to work telephones, messages and/or text messages to personal telephones and messages to personal email accounts. The AtHoc mobile app can be installed on personal smart phones or government smart phones provided you sign the Acceptable Use Policy in UPASS. The mobile app does not require any personal contact information and can be registered using your work email address. The Organization Code for the mobile app is “USACEMVK.”

All-loc user accounts are automatically created based on a weekly data pull from the active directory. Names, office, work telephone number and work cellphone number values are copied into the AtHoc system, and users can update additional information via the Self Service desktop app. Emergency Management cannot require employees to provide personal contact information for AtHoc if you choose not to enter your personal contact information, you will still receive your work email, install the AtHoc mobile app or check the AtHoc site or media pages for notification information.

All employees physically located in the district office or one of MVK’s field sites should have an account in our system. Employees assigned to a national or regional organization located within MVK will have AtHoc account access. If you do not have access to your workplace email, visit here.

The Emergency Management Branch (EMB) is responsible for emergency management (EM), response and recovery operations, deployment coordination and some aspects of employee protection, such as notification, accountability and continuity of operations. For more information, click here.

All employees must read and understand this information and be prepared to comply with EMB guidelines on employee notification, employee accountability, important plans, ENLink, emergency response teams, and deployment. During your first week at MVK, all employees should log in to ENLink and update their information on the Personal Data Sheet, including your new supervisor and time of arrival. This information should be reviewed at least every six months. For a list of EMB Emergency Response Teams, click here.

Getting Started
Emergency Operations Center (EOC)

An Emergency Operations Center (EOC) activates during disasters such as floods, tornadoes and hurricanes. The primary for MVK is located in the district headquarters on the first floor, room 126. The EOC plans and manages the execution of emergency operations for MVK and provides support to other districts and divisions as required. The mission of the EOC is to provide timely, effective and efficient disaster preparedness, response, recovery and mitigation projects and services on a nationwide basis to reduce loss of life and property. The EOC depends on MVK and its employees to help execute the emergency operations activities and offers volunteer opportunities to assist relief efforts during emergency events.

Volunteers have recently supported recovery operations for hurricanes in the Carolinas, Florida, Texas, Puerto Rico and the U.S. Virgin Islands.

Support for Military Operations

U.S. Army Corps of Engineers employees have the opportunity to deploy as a civilian to assist in DOD mission(s). Areas where civilians have been deployed include Kuwait, Afghanistan and Iraq. During deployment, they are usually assisting other military units with Field Force Engineering (FFE) or with emergency relief efforts.

The mission of FFE is to:

“provide installation-level master planning and facilities design expertise for intermediate staging bases, base camps, forward operations bases and displaced personnel camps.”

To be deployed, you must fill out a Request for Deployment form and submit a resume, recent SF-50 and DD-214, if available. The Emergency Management Office will then forward your package to the Mississippi Valley Division for further processing. If you do not apply for a specific opportunity, the Trans-Atlantic Division will keep your application on file for a year for any positions that might fit your expertise.

Introduction to the Army Civilian Corps

Because the majority of information regarding benefits, pay, holidays and other topics apply to all Department of the Army civilians, the Army has created an orientation program for new employees and their supervisors known as the CivilianAcculturation program. The Civilian Acculturation website contains a new employee orientation checklist, general information about the U.S. Army, information from human resources (the office referred to as the Civilian Personnel Advisory Center in the U.S. Army Corps of Engineers), career management and training topics and the federal holiday calendar. To access the Civilian Acculturation program resources, click here.

Another valuable resource is Army Knowledge Online (AKO), which offers deals on entertainment and travel, access to numerous online libraries and education sites, links to benefits websites and access to a wealth of shared content. To access AKO, use your CAC card to register and login here.

Benefits

Through your position at the U.S. Army Corps of Engineers, you have access to a wide range of benefits, and you should take the time to read and learn about investment opportunities, dental and medical insurance, federal employee benefits, family care and credit for prior military service. To learn more about your benefits and view the New Employee Benefits Toolkit, click here.

The Office of Personnel Management (OPM)

The OPM oversees policies that support federal human resources departments and facilitates numerous programs, such as healthcare and insurance, retirement services, workforce restructuring, succession planning, recruiting, staffing solutions assessments, evaluations and leadership development. For more information about OPM, visit their website here.

Federal Employee Health Benefits (FEHB)

The FEHB Program can help you and your family meet your healthcare needs. Through the FEHB website, you can compare the costs, benefits and features of different healthcare plans. The website categorizes benefit plans based on enrollee requests, differences among plans and simplicity. However, you should consider the total benefit package, including services, cost and provider availability, when choosing a healthcare plan. To view FEHB options, visit their website here.

Federal Employee Dental & Vision Insurance Program (FEDVIP)

Federal employees who are eligible to enroll in a FEHB plan may also be eligible to enroll in FEDVIP during the federal benefits open season. Most FEHB plans offer little to no dental and vision coverage. FEDVIP plans cover services such as teeth cleanings, x-rays, crowns, bridges and adult orthodontia. FEDVIP vision plans cover services and products like comprehensive eye exams, glasses (lenses and frames) and contact lenses. For more information about FEDVIP, click here.
Federal Long Term Care Insurance Program (FLTCIP)
The FLTCIP provides long-term care insurance to help pay for costs of care when enrollees need assistance with daily tasks or have a severe cognitive impairment, such as Alzheimer’s disease. For more information about FLTCIP, click here.

Thrift Savings Plan (TSP)
Through the TSP, you can invest in your retirement using multiple investment funds. The TSP website has a wealth of information and resources for investments, matching contributions, retirement calculators, withdrawals and more. For more information on TSP and retirement, visit the TSP website here.

Health and Dependent Care Flexible Spending Account (FSA)
Flexible Spending Account (FSA) to federal government employees. FSA will allow you to pay for eligible out-of-pocket health care and dependent care expenses with pre-tax dollars. For more information, visit the FSAFEDS website here.

Child Care Subsidies for Federal Employees
These programs provide financial assistance to eligible employees to assist with child care costs in licensed family care homes or child care centers. For more information, visit the FEFEDS website here.

Credit for Military Service
If you have prior active duty military service, you may be eligible to receive credit for that service toward your civilian retirement under the Civil Service Retirement System (CSRS) or Federal Employees Retirement System (FERS). For more information on CSRS, click here. For more information on FERS, click here.

Veterans Health Resources
- Jackson VA Domiciliary
  5534 I-55 South Frontage Road East, Harbor House
  Chemical Dependency Service, Jackson, MS 39272-9193
  Main Number: 800-949-1009 x55717
- G.V. (Sonny) Montgomery Department of Veterans Affairs Medical Center
  1500 East Woodrow Wilson Avenue, Jackson, MS 39216-5116
  Main Number: 800-949-1009
- Dogwood View Parkway VA Clinic
  4622 Dogwood View Parkway
  Suite F, Jackson, MS 39213-7598
  Main Number: 601-362-4471 x51294

Veterans Benefits
- Jackson Regional Benefit Office
  1600 E. Woodrow Wilson Ave, Jackson, MS 39216
  Main Number: 601-364-7010
- Dogwood View Parkway VA Clinic
  4622 Dogwood View Parkway
  Suite F, Jackson, MS 39213-7598
  Main Number: 601-362-4471 x51294

Additional Employee Programs and Services
- Civilian Personnel Advisory Center (CPAC)
  (Available once on the USACE network)
- Workers Compensation (WCPC)
- Employee Assistance Program (EAP)
  (Available once on the USACE network)
- Government Retirement and Benefits Platform
  (Available once on the USACE network)
- Army Benefits Center (ABC)
- Life Insurance (FEGLI)
- Travel
  • Federal Travel Regulations (USACE)
  • GSA Travel, Training, and Conference Program (GTC)
  • GSA Military Pay and Leave
  • GSA Pay Schedule
  • Federal Labor-Management Data System (FLMD)

FLTCIP PAYS awards are based on the following criteria:
- Service to the government
- Service to the country
- Service to humanity
- Service to the community

As a government employee, you may be paid according to Office of Personnel Management guidelines. For more information on pay and leave, click here. As a government employee, you are authorized a Government Travel Credit Card (GTTCC or GTC) to cover expenses. When you submit your completed travel voucher, you will need to submit all receipts for authorized purchases made on your GTC in order for payment to be issued to that card. To apply for a GTC, click here (while on the USACE network).

The use of a GTC is governed by Department of Defense Regulations. For more information about your department’s processes for obtaining travel orders and submitting travel vouchers, you should learn how to use CEFMS to keep track of your district-funded travel status, travel vouchers, and file travel vouchers using district funds. As a government employee, you are authorized a Government Travel Credit Card (GTTCC or GTC) to cover expenses. When you submit your completed travel voucher, you will need to submit all receipts for authorized purchases made on your GTC in order for payment to be issued to that card. To apply for a GTC, click here (while on the USACE network).

Travel orders and vouchers are processed through the Corps of Engineers Financial Management System (CEFMS). CEFMS is a comprehensive and integrated financial management system that processes all financial transactions for U.S. Army Corps of Engineers. Your section’s administrative support specialist will use CEFMS to cut travel orders and file travel vouchers using district funds. Ask your supervisor for information about your department’s processes for obtaining travel orders and submitting travel vouchers. You should learn how to use CEFMS to keep track of your district-funded travel status, travel vouchers, and file travel vouchers using district funds. Your major responsibility is to submit travel orders and vouchers in a timely manner. To access the CEFMS website, click here (while on the USACE network).

As a government employee, you will be paid according to Office of Personnel Management guidelines. For more information on pay and leave, click here. You will log work hours through the Corps of Engineers Financial Management System (CEFMS). Your supervisor or section administrative support specialist will help you get started on CEFMS. You can view CEFMS Time and Attendance resources and training here (while on the USACE network).

To manage your pay account through the Defense Finance and Accounting Service, click here. Teleworking, flex time and other schedules are managed by specific guidelines in the work schedules policy. For more information, talk to your immediate supervisor or review the latest version of the Vicksburg District’s policies here.
Per Diem
While on Temporary Duty (TDY), you will receive two types of per diem, in accordance with the Joint Federal Travel Regulations (JTR). The first is your lodging per diem, all of which must be spent on lodging or other costs related to your travel. You must submit a receipt for all lodging expenses. The second is for meals and incidentals (M&I), you will receive the same cost, regardless of how much or how little you spend. The JTR stipulates that expenses below $75 do not require a receipt.

You are paid 75% of the daily per diem rate for your first full day of travel, while you receive the full rate for all other travel days. Each day you are paid a different per diem rate. For current rates, click here.

SATO Travel provides personal services to allow government employees to access available airline, rail, hotel and rental car options, and makes travel arrangements that accommodate mission requirements and electronically provide SATO representatives with their selections. Travelers access the Global Distribution Systems (GDSs) to review available airline, rail, hotel and rental car options, and select the reservations that best meet their needs. To access SATO Travel, click here.

The Defense Travel Management Office (DTMO)
The DTMO serves as the hub for commercial travel within the Department of Defense. The DTMO establishes strategic direction, sets policy and centrally manages commercial travel programs and station/housing allowances. The DTMO website provides information on Federal Travel Regulations and allowances, Defense travel programs, training resources, travel tools and other employee benefits. For more information on travel regulations and official travel, click here. For up-to-date information on per diem rates, click here. For state tax exemption information, click here.

Local Travel
Generally, local travel is defined as travel within a 50-mile radius of an employee's Permanent Duty Station (PDS), not longer than one duty day and necessary for the accomplishment of official duties. This definition of local travel applies whether you use a privately owned vehicle (POV), government owned vehicle or public transportation. Note that local travel does not include overnight stays or per diem claims.

You will submit a Request for Travel Order form to your supervisor prior to your trip. After the trip, you are eligible for travel reimbursement for all expenses incurred during your TDY travel. You, your supervisor and your administrative support specialist will use CEFMS to process travel orders and vouchers.

Types of Travel

**Per Diem**

According to Joint Travel Regulations (JTR), TDY travel is defined as "travel to one or more places away from a Permanent Duty Station (PDS) to perform duties for a period of time and, upon completion of assignment, return or proceed to a PDS." There are four types of TDY travel with different allowances:

1. **Business Travel:** Travel for business at a location other than the PDS. It incorporates any type of travel not included in schoolhouse training, deployment and unit training or special circumstances travel. It also includes certain local travel, but not leave or evacuation.

2. **Schoolhouse Training Travel:** Travel in connection with TDY attendance at formal course(s) of instruction.

3. **Deployment, Personnel Traveling Together under an Authorization/Order Directing No/Limited Reimbursement, Unit Travel:** Travel as a unit in support of combat missions, peacekeeping and disaster relief, which also includes field or maneuver training and sea duty when troops involved are not permanently assigned to a ship. The government provides all transportation, lodging and eating facilities when personnel traveling together are under an authorization/order directing no/limited reimbursement.

4. **Special Circumstances Travel:** To learn more about this category of travel, click here.

To work TDY, a request and authorization for TDY travel of DoD personnel is required. A request and authorization for TDY travel for U.S. Army Corps of Engineers employees. Only the commander can initiate payment of evacuation allowances. Unless the employee is directed to work during a storm, all state and local government orders are to be followed. A state or local government evacuation order does not create an entitlement to evacuation pay or safe haven allowances. Evacuation allowances are two separate items:

- **Evacuation Pay:** Under evacuation pay, you receive the pay you were paid during regular leave status (sick or annual) using any type of compensatory time or leave. You may or may not be engaged in work. Failure to return to work may result in the immediate termination of all evacuation allowances as well as other possible disciplinary action.

- **Safe Haven:** Safe Haven is a program activated in times of emergency, usually natural disasters, to displace some of the costs associated with ensuring the safety of U.S. Army Corps of Engineers employees. Only the commander can initiate payment of evacuation allowances. Unless the employee is directed to work during a storm, all state and local government orders are to be followed. A state or local government evacuation order does not create an entitlement to evacuation pay or safe haven allowances. Evacuation allowances are two separate items:

  - **Evacuation Pay:** Under evacuation pay, you receive the pay you were making before an evacuation was declared. If you are still paid during regular leave status (sick or annual) using any type of compensatory or paid leave time or if you are working part-time, you will be paid at your usual rate. Regardless of your normal position while you receive pay, you are directed back to work, you must report in two calendar days. Pay will not be increased if you are assigned a job that normally is a lower grade, and pay will not be decreased if you are assigned a job that normally is a higher grade, regardless of your normal position while you receive pay. You are paid for the time you are directed back to work, but your rate of pay may or may not be increased if you are assigned a job that normally is a lower grade, paid for the time you are working at a lower grade, regardless of your normal position while you receive pay. Failure to return to work may result in the immediate termination of all evacuation allowances as well as other possible disciplinary action.
Safe Haven has different parameters for civilian and military employees, which are as follows:

- **Civilians Safe Haven** is a travel and per diem allowance for the employee and their relatives that live in the same household AND where the employee provides more than 50 percent of the relatives support. There is no age or relationship restriction. Simply put, if employees and their relatives share the same household and the employee is the primary provider of more than 50 percent of their support (for military see above rules on safe haven).
- **Military Safe Haven** is a travel and per diem allowance for the service member and their dependents. Dependent status varies significantly but one requirement exists: the dependency status is recognized and approved by the respective service.

**Additional Information:**

- **Official safe haven location** will be published in the evacuation order by the commander.

- **Employees and their family members** may evacuate to another location.

- **All reimbursements** will be based on the per diem rate for official location or for the location where the employee/family evacuated – whichever rate is cheaper.

- **Eligible family members** must be part of the household and the employee must provide more than 50 percent of their support (for military see above rules on safe haven).

- **Transportation to one safe haven evacuation location** will be reimbursed, and is recommended to be within 550 miles of the district. A second safe haven location may be authorized by the commander. Stringent requirements must be met to warrant approval of a second safe haven location.

- **One car will be reimbursed, and any additional cars will require the commander’s approval and are based on family size.**

- **Lodging will not be reimbursed if employees stay with friends or family.**

- **If employees board with a person unknown to them personally that normally does not provide lodging commercially, ensure their name, address, phone number and social security number (IRS tax code) are provided to get reimbursed.** Rental income to the IRS is not reported, but it is a part of the travel settlement.

- **No additional or ancillary reimbursements will be provided, including expenses for pets, in-and-about mileage, cellular phones and laundry.**

- **For the first 30 days, employees and their dependents 12 years and older will receive 100 percent of authorized per diem.**

- **For days 31 to 180, dependents under 12 will receive 50 percent of authorized per diem.**

- **For the first 30 days, employees and their dependents 12 years and older will receive 100 percent of authorized per diem.**

- **For the first 30 days, employees and their dependents 12 years and older will receive 100 percent of authorized per diem.**

**Individual Development Plan (IDP)**

Every USACE employee is required to fill out an IDP. The purpose of the IDP is to provide you and your supervisor with an outline of both short-term and long-term goals for your career path, which may include education, training and development opportunities. To fill out an IDP form, visit the Army Career Tracker (ACT) here. You should update your IDP on a yearly basis or as soon as your goals have been met. You will need supervisor approval upon completing the IDP. Some employees may use the Total Employee Development (TED) program for the IDP. Make sure to talk to your supervisor about how IDPs are done in your specific section. With an IDP, you and your supervisor may plan for training and related developmental experiences (details, special projects, rotational assignments, readings, etc.) that will help prepare you for future success. The collaborative process between you and your supervisor promotes the helpful dialogue that creates achievable goals. The quality of the IDP will be a direct result of the amount of time and thought put into its development.

**CAREER OPPORTUNITIES AND TRAINING**

This section discusses personal goal setting, the proponent-sponsored U.S. Army Corps of Engineers training (PROSPECT), Individual Development Plan (IDP), various training opportunities, professional licensure and performance evaluation. USACE offers a full-range of education, training and development opportunities to build competencies needed to participate effectively in the workforce. Contact the Vicksburg District’s training coordinator or your immediate supervisor with any questions. For more information on education, training and development opportunities, visit the USACE Learning Center website here.

On-the-job Training

The most important type of training you will take is on-the-job training. Regardless of what career path you choose with USACE, on-the-job training provides invaluable professional development and network opportunities with experienced technical and management staff.

**Organizational Training**

Organizational training consists of:

- USACE training (e.g., anti-terrorism, defensive driving, ethics, etc.)
- Priority I Training (e.g., construction safety, Resource Allocation, Selection System, Foundation Course, etc.)
- Priority II Training (e.g., Action Officer, Development Course, Basic Course, Supervisory Development Course, etc.)

Courses for the mandatory USACE training and mandatory/optional Priority I and II Training may be web-based, off-site or located at the Vicksburg District headquarters. For a complete list of organizational training opportunities, visit the click here (while on the USACE network).

**Technical Training**

Technical training falls under Priority II Training and includes PROSPECT courses. Conferences and workshops in your career field also count as technical training, and you can learn about those opportunities via word of mouth and professional societies in which you belong, membership.

**CAREER OPPORTUNITIES AND TRAINING**

On-the-job Training

The most important type of training you will take is on-the-job training. Regardless of what career path you choose with USACE, on-the-job training provides invaluable professional development and network opportunities with experienced technical and management staff.

**Organizational Training**

Organizational training consists of:

- USACE training (e.g., anti-terrorism, defensive driving, ethics, etc.)
- Priority I Training (e.g., construction safety, Resource Allocation, Selection System, Foundation Course, etc.)
- Priority II Training (e.g., Action Officer, Development Course, Basic Course, Supervisory Development Course, etc.)

Courses for the mandatory USACE training and mandatory/optional Priority I and II Training may be web-based, off-site or located at the Vicksburg District headquarters. For a complete list of organizational training opportunities, visit the USACE Learning Center website here.

**Technical Training**

Technical training falls under Priority II Training and includes PROSPECT courses. Conferences and workshops in your career field also count as technical training, and you can learn about those opportunities via word of mouth and professional societies in which you belong, membership.
Various occupations have been identified for coverage by a Department of the Army Career Program. Each of these career programs is covered by a regulation that describes career patterns, career intake, appraisal and counseling methods, registration and referral system, and training and development opportunities. Your supervisor will inform you whether or not you are in a position covered by a career program and who the career program manager is for your particular career field. Career program positions at certain grade levels are filled through a centralized referral process. Your supervisor can tell you whether or not you are at a grade level at which you need to submit a career appraisal packet to be considered for promotion to higher grade positions through the centralized referral process. If you are not, you may have additional required training for a specific career program but feel that you have the experiences and training to qualify as a voluntary registrant in a career program. You should contact your supervisor or the Civilian Personnel Advisory Center (CPAC). Temporary employees are not enrolled in a Department of the Army Career Program unless they have previously served in a permanent position and have reinstatement eligibility.

Mandatory Training
For the most updated annual training guidance, click here (while on the USACE network) or reference the FY19 training memorandum. For FY19, mandatory training includes:

- Army Substance Abuse Program (ASAP) and Suicide Prevention (annual)
- Anti-Harassment and No Fear (annual - online)
- SHARP (Sexual Harassment and Assault Response and Prevention) Training
- Ethics Training
- Defensive Driving (required to operate Government owned, leased, or rented vehicles while at the District or on TDY)
- Fiscal Law (required for all certifying officers and/or departmental accountable officer roles, RM, PM, administrators, and supervisors)
- Supervisor Development Course (required of all supervisors within one year of hiring)
- Anti-Terrorism Training (required for new employees if they have not served in a DoD Organization within the last 10 years)
- Army Learning Management System (ALMS)

The ALMS offers several opportunities for civilian leader development, including the supervisor development course (SDC), the manager development course (MDC) and the action officer development course (AODC). The SDC provides training in basic supervisory and human resources skills to newly appointed supervisors. The MDC introduces new managers to the skills necessary to perform managerial duties at a high level. The AODC is designed for action officers and other employees to acquire basic staff and communication skills. To access these three courses, click here (while on the USACE network).

Ready to Serve Support Center (RSC)
The RSC provides U.S. Army Corps of Engineers personnel with emergency management and response training. The training branch coordinates a variety of training including planning and response team (PRT), emergency manager, team leader, assistant team leader, and subject matter experts. Training is available in person and online via simulations and table-top exercises. For more information on training opportunities, click here.

Cross Training
At times, supervisors will fill short term vacancies by opening a position up for other employees to fill temporarily. Often, these positions can be filled with someone with a lesser or equal grade than the grade level of the open position. When an opportunity arises outside of your assigned work area for a temporary detail, you may apply for that position with your supervisor’s permission. A temporary detail is an excellent opportunity to learn about other departments in USACE and to gain experience in a higher grade level. Temporary assignments could be short as a few months or as long as two years. Ask your supervisor for more information.

Academic Degree Training (ADT)
The Army provides funding for qualified applicants to obtain an academic degree. The academic degree must be related to the performance of the employee’s official duties and part of a planned, systemic and coordinated program of professional development, endorsed by the Army. Eligible applicants at least a CT-13 or pay band equivalent, serve under a career appointment, or have a minimum of three years of permanent, full time employment as a Department of Army civilian at the time of application. USACE Headquarters manages a central degree program and applications are solicited annually. The Vicksburg District also has a local academic degree training program that is implemented via email from training managers. Ask the training managers in the Resource Management Office for more information.

Army Civilian Training, Education and Development System (ACTEDS)
ACTEDS is a valuable resource for investigating opportunities and creating a personal training plan. Each career program (human resources, management, safety, engineers and scientists, etc.) provides ACTEDS that provides guidelines for advancement. To access ACTEDS, click here (while on the USACE network).
Leadership Development Program (LDP)

The Vicksburg LDP is a part-time, 15-month program where selected individuals from across the agency are provided with an opportunity to gain the skills and knowledge needed to advance their careers. The program is open to all permanent employees of MVK, regardless of the agency. The LDP focuses on providing education and training opportunities for professionals in positions that require a high degree of leadership and management skills.

Professional Licenses

MVK highly recommends that working professionals achieve professional licenses appropriate to their field and support their efforts to do so. The IDP will be used, at a minimum, to document the licenses and will serve as an authorizing document for obtaining and maintaining professional credentials/licenses. An agreement between employee and management to obtain or renew specific professional credentials/licenses will be necessary before applying for IDP. The supervisor will be responsible for communicating the performance plan to the employee after it has been approved in accordance with DoD Component procedures. If approved, each employee is allowed one license per fiscal year. At the discretion of management, each class will be approved or denied based on relevance and the budget allowed. In most cases, you must be a career employee and have an exceptional work record. If you have an interest in continuing education, talk to your supervisor:

Performance Evaluation

As part of your duties as an employee and to be eligible for promotions, you must create an annual performance plan. Like the rest of USACE, the Vicksburg District uses the DoD Performance Management and Appraisal Program (DMAP). Each year, the employee’s job supervisor and/or manager will conduct an evaluation of your accomplishments. This evaluation will be documented on an SF-50 and will annotate the type of personnel action. Every time you receive a promotion, reassignment, performance award, salary increase, or another important career milestone, a Standard Promotion Document (SPD) is required to obtain all of the credits needed for a higher degree. Each class will be approved or denied based on relevance and the budget allowed. If you have an interest in continuing education, talk to your supervisor.

For more information about the LDP, click here (while on the USACE network).
Civilian Appointments

There are several categories of employment with USAEC: Civilian Personnel Advisory Center (CPAC) gives Union information, and more.

1. Temporary Appointments

If Block 5B on your SF 50 states “Temporary Appt (NTE date),” that means you are in an appointment that is not to exceed (NTE) the date which appears. Temporary appointments cannot be longer than one year at a time, but can be extended. Under this type of appointment, you are ineligible for retirement coverage, health and life insurance, TSP, Long Term Care Insurance (LTC), Flexible Spending Accounts (FSAs), and the dental and vision insurance program (FED VIP). If you check Block 5E, your SF 50, it will have a “2,” which means you have no retirement coverage (unless you are paying a Social Security wage. If you were first hired in a federal position on or after January 1, 1984, you will be covered under the Federal Employees Retirement System (FERS) if later converted to a career appointment. Temporary appointments begin on or after January 1, 1989 and are not creditable for retirement purposes however, is creditable for leave, RIF and TSP SCDs. Similar to a temporary appointment, term appointments do not give an employee competitive/permanent status.

2. Term Appointment

A term appointment is a time-limited appointment beginning on or after January 1, 1984, for a specific period consisting of one year or less. A term appointment does not give an employee competitive/permanent status. However, a term appointment is a career-conditional appointment. Term appointments are eligible to participate in the many federal benefit programs. There are many types of permanent appointments but as a new employee, your appointment is a career-conditional appointment.

3. Career Appointment

Career appointments begin with a probationary period of one year. During this time, your ability, attitude, and work habits are evaluated to determine suitability for a career in the federal service. Near the end of this period, your supervisor must certify if you will be retained or separated from the federal service. You will then transition from a career-conditional employee into a career employee after three years of satisfactory continuous service, unless this term must be extended as a result of periods of non-pay status.

4. Career-Conditional Appointment

Career Appointments begin with a probationary period of one year. During this time, your ability, attitude, and work habits are evaluated to determine suitability for a career in the federal service. Near the end of this period, your supervisor must certify if you will be retained or separated from the federal service. You will then transition from a career-conditional employee into a career employee after three years of satisfactory continuous service, unless this term must be extended as a result of periods of non-pay status.

5. Career-Conditional Appointment

Career Appointments begin with a probationary period of one year. During this time, your ability, attitude, and work habits are evaluated to determine suitability for a career in the federal service. Near the end of this period, your supervisor must certify if you will be retained or separated from the federal service. You will then transition from a career-conditional employee into a career employee after three years of satisfactory continuous service, unless this term must be extended as a result of periods of non-pay status.

Because MVK is not located on a typical Army Installation, there are no traditional military fitness centers in the area, the YMCA allows military members to work with you to submit a network access request 3-4 weeks prior to arrival and 168th Engineer Brigade (MS National Guard). Upon arrival at MVK

Upon Arrival at MVK

- Become familiar with the Organizational Chart for the district and USACE and how it differs from regular Army units.
- Ensure your Government Travel Credit Card (GTCC) is activated and under the USACE MVK org code. If you already have a GTCC, you will need your losing unit to release you from their organization since you arrive here if you are utilizing your GTCC during your move. If you do not have a GTCC, you will be expected to apply for one and complete training to obtain one. You will use a GTCC during TDY, Disaster Response deployments or as needed.
- Log hours to projects you are assigned and submit time sheets on a monthly basis directly to the Military Timekeeping POC. Military Pay and Hours Tracking works differently from the Civilian employees.

- Sign up for gym access with the neighboring YMCA. Because MVK does not have a military fitness centers in the area, the YMCA allows military members to work with you to submit a network access request 3-4 weeks prior to arrival and 168th Engineer Brigade (MS National Guard). Upon arrival at MVK

- Become familiar with the Organizational Chart for the district and USACE and how it differs from regular Army units.
- Ensure your Government Travel Credit Card (GTCC) is activated and under the USACE MVK org code. If you already have a GTCC, you will need your losing unit to release you from their organization since you arrive here if you are utilizing your GTCC during your move. If you do not have a GTCC, you will be expected to apply for one and complete training to obtain one. You will use a GTCC during TDY, Disaster Response deployments or as needed.
- Log hours to projects you are assigned and submit time sheets on a monthly basis directly to the Military Timekeeping POC. Military Pay and Hours Tracking works differently from the Civilian employees.

- Sign up for gym access with the neighboring YMCA. Because MVK does not have a military fitness centers in the area, the YMCA allows military members to work with you to submit a network access request 3-4 weeks prior to arrival and 168th Engineer Brigade (MS National Guard). Upon arrival at MVK

- Become familiar with the Organizational Chart for the district and USACE and how it differs from regular Army units.
- Ensure your Government Travel Credit Card (GTCC) is activated and under the USACE MVK org code. If you already have a GTCC, you will need your losing unit to release you from their organization since you arrive here if you are utilizing your GTCC during your move. If you do not have a GTCC, you will be expected to apply for one and complete training to obtain one. You will use a GTCC during TDY, Disaster Response deployments or as needed.
- Log hours to projects you are assigned and submit time sheets on a monthly basis directly to the Military Timekeeping POC. Military Pay and Hours Tracking works differently from the Civilian employees.
• Submit BAH DA FORM 5960, Travel 1351-2, TLE DFAS FORM 908, DA-31, and a complete set of orders to Olympia A. H. Williams, Military Human Resources Advisor, Mississippi Valley Division, NLT 14 days after signing in. Williams’ contact information is as follows: Desk: (601) 634-5434; Cell: (601) 618-4642 and Email: Olympia.a.h.williams@usace.army.mil. Travel voucher (TDY or in-processing) will be through the Division G1 Administrative Office. See below for more information on in-processing:

• Register on EngLink once you obtain your U-Pass credentials and set up your account. Update your personal information and complete a Civil Emergency Medical Screening Packet. If you have no change in BAH status, only recertification is required. On the DA 5960, Authorization to Start, Stop or Change BAH status section, indicate that you have no change in BAH status, only recertification is required. If you were authorized TDY en route, orders must reflect accurate and complete TDY information. If you receive a DLA advance, you must select “DLA” in Block 5. List the amounts of all previous advances in Block 9 on DD 1351-2. If you did not receive a travel advance, but “None” in Block 9. Failure to follow these steps could result in a debt to the government and possible pay deductions. Additional tips for 1351-2:

   • Personal Vehicle Use: Complete Box 16 of DD Form 1351-2 if you use your personal vehicle.
   • Lodging: Submit all receipt copies for lodging costs, regardless of amount.
   • Expenses of $75 or more: Submit all receipts for all expenses incurred for amounts.
   • Accruals/Advances: Submit data related to all previous accruals/advances received from finance offices (non-submission of previous payment data will result in payment delay).
   • Form DA 32 Leave Form: Complete this form (or leave must be annotated on the DD 1351-2).

Periodic Updates and Readiness Maintenance

• iPERMs and ORB Updates will be done through the Division G1 via email submission of required documents. Prior to departure from your losing installation, work with your S1 if possible to correct any known errors.

• Updates to MEDPORS and medical readiness (Dental, Vision, Hearing, PHA) will be done in accordance with the New Employee Checklist.

• DD-93 updates will be done through the Division G1. For SGLI updates, go to www.soes.com or MilConnect to update enrollment.

• DA Photo: Appointments to update your DA Photo can be booked through the U.S. Army Corps of Engineers Information Technology (ACE-IT) Office by clicking here (while on the USACE network) or by calling 1-866-562-2348. Photos will be taken at the Engineer Research and Development Center.

• For questions regarding the content of this memorandum, please contact the Deputy District Commander, Maj Frank R. Duverger via email at frank.r.duverger@usace.army.mil or by telephone at (601) 631-5616.

Military Administrative Office (S1)
The Mississippi Valley Division’s (MVD) Military Human Resources Advisor is located in Vicksburg, MS, and serves as the Division G1, and processes administrative actions (to include pay, leave, personnel actions, ORB/iPERM updates, board prep help, and evaluations processing) for all officers assigned to MVD. Currently, MVD’s G1 is Olympia Williams, who can be reached by email at Olympia.a.h.williams@usace.army.mil or by telephone at (601) 634-5434.

Administrative In-Processing for Active Duty Service Members

Welcome to the Vicksburg District (MVK) of the Mississippi Valley Division (MVD). To in-process, you need to complete several forms which are then sent to MVD’s Military Human Resources (HR) Advisor for processing. Delay in returning this paperwork can affect your pay and will result in unclaimed pay actions. The following forms must be completed in order to fully in-process:

Soldier Data Sheet

This form provides information required to build your Soldier profile in the database. Fill out the form and return it to your sponsor and the District Deputy, along with your ORB. The Soldier Data Sheet is available here.

MVK Military In-Processing Form

This form lists all the offices, procedures, and paperwork involved in the in-processing. You will reference this form to obtain full use of USACE systems. See Appendix A2 for this form.

DD 5960, Authorization to Start, Stop or Change BAH

This form is required for all Military personnel for in-processing. If you have no change in BAH status, only recertification is required. On the DA 5960, you will need to fill out Blocks 1-8, 10-11, electronically sign 13, date 14, and then send the form to MVD’s Military HR Advisor. This step ensures that all in-processing has been completed and that you are integrated into both the District and the Division.
Since the District Office is more than 50 miles from an active duty military installation, you will enroll in TPR for your healthcare needs. Enrollment can be done over the phone (1-866-377-1326) or online here. You will work with your Primary Care Manager (PCM) for yourself and your dependents, which should be a local doctor or medical facility that accepts Tricare. Representatives at Tricare will walk you through the process and provide information on local providers that accept Tricare. You may also find a local provider that accepts Tricare and then contact TPR to request that provider as your PCM.

Updated Concordia Dental handles dental coverage enrollment for Soldiers and can be reached via telephone at 1-866-984-2337 and online here. Dental coverage enrollment for dependents is done through MetDental, telephone 1-877-638-3379 and online here. Again, enrollment customer service representatives will walk through the enrollment process, provide information on local providers that accept Tricare, and help you establish a PCM.

Updating Periodic Health Assessment (PHA), Immunizations, Vision, HIV Test, and DNA Test
1. Complete the online portion of PHA (PHA only) here.
2. Call Logistics Health, Incorporated (LHI), a third-party vendor for TRICARE, at (888) 888-8476. Again, enrollment customer service representatives will walk through the enrollment process, provide information on local providers that accept Tricare, and help you establish a PCM.

Obtaining eyewear (eyeglasses, ballistic inserts, and protective mask inserts):
Active Duty personnel stationed at a remote location are authorized one pair of sunglasses (MS9 frames), one pair of bifocals (MS9 frames, commonly referred to as BCGs), one pair of clear (MS9 frames, commonly referred to as BCGs), one pair of protective mask inserts, and ballistic eyewear inserts. Army physicians will request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.

2. Schedule an appointment with a local provider that is part of the United Concordia Dental network.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

2. Bring both a DA7655 (for updating MEDPROS) and a DD771 (one for every pair of glasses/lenses to be ordered through NOSTRA) to the eye exam. Fill out the top section of the DD771 with name, rank, last four, shipping information, and contact information prior to the appointment. Be sure to write “REMOTE DUTY” on each DD771.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

2. Schedule an appointment with a local provider that is part of the United Concordia Dental network.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.

Updating Dental Readiness:
1. Call United Concordia Dental (1-866-984-2337) to get pre-authorization for a dental exam. United Concordia Dental will not pay for any dental work that has not been pre-authorized.
3. Dental network.
4. Bring a DD2813 (Report of Dental Examination) to the dental exam for the dentist to complete. A completed DD2813 includes the dentist’s signature or stamp, their license number, and address. DENCOM will process this form only if one or more of these items are missing from the form. DENCOM will not pay for any dental work that has not been pre-authorized.
5. The provider will complete both forms. The provider will send the DA7655 to LHI for processing. Ensure that the examination facility writes the insurance information and the pupillary distance (PD) on the DD771. If the examination facility does not write this information, they may find that information on the NOSTRA website.

1. Make an appointment with an audiologist that accepts Tricare and request a hearing conservation audiogram. You must go through LHI for this service prior to scheduling an appointment.
2. Keep a copy of documentation from your appointment for your personal records. LHI will update your MEDPROS automatically.
Special Information Regarding Profiles:
LHI will only write and update profiles in MEDPROS for conditions and injuries that are identified during a PHA. You must bring any supporting documentation from your PCM for the contract LHI doctor to write a profile. Contract LHI doctors are not under contract to diagnose any condition for a profile but depend on your supporting documentation.

For an injury that requires a profile not in conjunction with a PHA, you will either have to travel to an Army MTF or contact the MEDPROS POC at the nearest Army MTF and request a phone consultation and profile with a provider. The provider must have supporting documentation from the PCM. When you have a condition that required a Temporary Profile, contact the TPR Nurse Case Manager or Medical Readiness POCs. Provide a copy to your Active Duty Commander, who will need to review temporary profiles within 14 days. Reserve Commanders require 30 days.
Temporary profiles older than one year must be transitioned to a permanent profile. See Appendix F for Nurse Case Management POCs.