



LEARN ABOUT CARE MANAGEMENT TEAM ROLES & RESPONSIBILITIES

Navy Wounded Warrior offers individualized non-medical care and attention for Recovering Service Members (RSM). Depending on the medical status, some or all of these care team members may be part of an RSM's journey.

Non-Medical Case Management

Navy Wounded Warrior's non-medical care management services is a collaborative process with Recovering Service Members (RSM), their family and/or caregivers and medical professionals. Together, they assess, plan, facilitate, coordinate, evaluate and advocate for necessary services. They also ensure needs are properly and promptly communicated to service providers to ensure positive outcomes.

Care managers provide support during all phases of recovery, including pay and benefits, finances, housing, personnel administration, childcare, transition and other non-medical needs arising from an RSM's diagnosis and prognosis.

Navy Wounded Warrior Team

Regional Program Director

Regional Program Directors (RPD) provide oversight and management for Navy Wounded Warrior's operations within their Navy Regions. They assign NWW staff each SM's individual case. They also regularly liaise with regional commanders and medical facility directors to raise awareness for Navy Wounded Warrior.

Non-Medical Care Manager

Non-Medical Care Managers (NMCM) communicate with the RSM and their family or caregivers regarding non-medical matters that arise during the RSM's care, recovery, and transition. They assist with overseeing the RSM's welfare and quality of life. They help in resolving

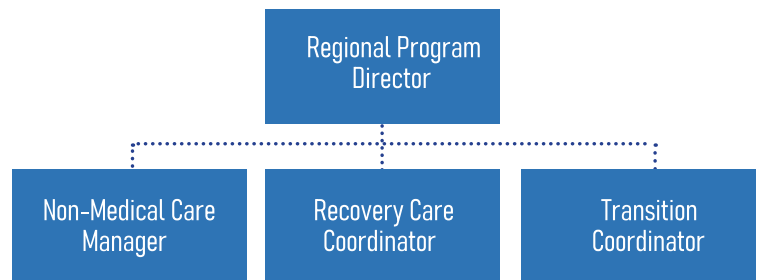
problems involving financial, administrative, personnel, transitional, and other matter that arise.

Recovery Care Coordinator

Recovery Care Coordinators (RCC) oversee and assist RSMs throughout the entire spectrum of care, management, transition and rehabilitation available from the Federal Government. This includes services provided by the Department of Defense, Department of Labor, Department of Veterans Affairs, or Social Security Administration.

Transition Coordinator

Transition Coordinators (TC) help the RSM plan for transition to civilian life. TCs are not involved in an RSM's case until the start of a Medical Evaluation Board (MEB). With the RCC, they direct RSMs to other necessary resources like for preparing a resume and attending employment workshops.





Care Management Team Roles

Other Care Management Team Members

The full CMT includes individuals who are working together to manage, coordinate, and deliver the care, benefits, and services for an RSM, and to support their family or caregiver. It is individualized based on the needs of the individual, their family, or their caregiver. Here are common members:

Lead Coordinator

Lead Coordinators (LC) coordinate the development and oversee the execution of the CRP. They are the RSM's single point of contact to avoid confusion with the full CMT. It could be the RSM's MCM, RCC, or NMCM, and may change based on geography or recovery stage.

Medical Case Manager

Medical Case Managers (MCM) are, at minimum, a nurse or social worker case manager who assists in during the care, recovery, and transition phases. They assist RSMs and their caregivers in understanding the RSM's medical status, ensuring they receive prescribed medical care, and conduct periodic reviews of their medical status.

Federal Recovery Coordinator

Federal Recovery Coordinators (FRC) are assigned by the VA to serve as the primary point of contact for an RSM and family or designated caregiver to ensure that the RSM's medical and non-medical needs are met.

Primary Care Manager

PCMs are responsible for providing and/or coordinating medical care, maintaining health records, and referring patients to specialty care.

About Navy Wounded Warrior

Navy Wounded Warrior helps Sailors and Coast Guardsmen with serious wounds, injuries and illnesses, physical or psychological. The program coordinates non-medical care with proactive and individualized guidance and support throughout the continuum of care, including pay and benefits, caregiver resources, bedside travel, job training, childcare, adaptive reconditioning and more. This enables Sailors and Coast Guardsmen to focus on their recovery goals and well-being, encourages retention and return to duty, and supports a smooth transition to the Department of Veterans Affairs when a medical condition prohibits continued service.

Participation in Navy Wounded Warrior is voluntary and Sailors and Coast Guardsmen must be enrolled to take advantage of services. Referrals may be from a variety of sources, including a self-referral, command leadership, medical staff, Fleet and Family Support Center (FFSC) personnel, family member, caregiver, or peer.

Contact us at 855-NAVY WWP (855-628-9997), or email navywoundedwarrior.fct@navy.mil.

Parent Command

Parent commands still retain command and control of Sailors and Coast Guardsmen. They retain responsibility for EVALS/FITREPS, advancement exams, awards, travel orders, pay and transportation needs.

Clinical Care Advocates

CCAs are licensed clinical social workers, registered nurses, nurse practitioners, or licensed professional counselors who work closely with RSMs and medical staff to determine the most appropriate resources for medical and psychological care.

Individualized Care Team Composition

Care Teams are personalized for every RSM's needs. Other members could include, but aren't limited to:

- Therapists (physical, occupational, etc.)
- Physical Evaluation Board Liaison Officer
- IDES Attorney
- Preferred chaplain
- Specified relevant program coordinators



NAVY WOUNDED WARRIOR

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