



# “AIRMEN 4 LIFE”

## YOUR AIR FORCE RECOVERY CARE COORDINATOR

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## Air Force Warrior and Survivor Assistance Toll Free Help Line

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**1.877.872.3435**



**U.S. AIR FORCE**

## Frequently Asked Questions

### *What is the goal of the Recovery Coordination Program (RCP)?*

The Recovery Coordination Program streamlines and improves the way care and support are delivered to wounded, ill and injured Airmen and their families. The RCP provides the support of a Recovery Care Coordinator (RCC) who guides the Airman and family along their road to recovery.

### *Why was the Recovery Coordination Program created and who manages it?*

The Recovery Coordination Program was developed in compliance with the Fiscal Year 2008 National Defense Authorization Act. It is managed by the Air Force Warrior and Survivor Care Office, which develops policy and provides uniform standards, oversight, training, tools and communications support for the Recovery Coordination Program.

### *What happens after an Airman is referred to the Recovery Coordination Program?*

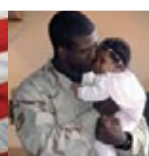
The RCC analyzes the needs of the Airman and family, and based upon those needs, develops and implements a Recovery Care Plan, which identifies their personal and professional goals and the services and resources needed to achieve them.

### *What is the duration of the RCC's involvement?*

RCCs offer lifelong care and recovery support.



# AIR FORCE RECOVERY CARE COORDINATOR (RCC)



# WHAT IS AN **RCC**?

Air Force Recovery Care Coordinators (RCCs) are the Air Force Warrior and Survivor Care Program's focal point for non-clinical case management for seriously wounded, ill, and injured Airmen, including members of the Reserve and Guard components, and their families. They work to streamline and improve the way care and support are delivered, minimize bureaucracy, advocate for, and offer a single point of contact for Airmen and their families along their road to recovery.



## ELIGIBILITY

Those eligible include wounded, ill and injured Airmen who:

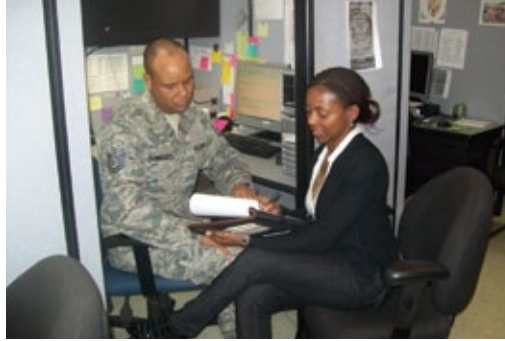
- Have a serious illness or injury;
- Are unlikely to return to duty within a specified amount of time; and
- May be medically separated from the military.

## REFERRALS

Airmen who may benefit from the support of an RCC may self-refer, or be referred at any point by command staff, medical or non-medical support, Wounded Warrior Program personnel, or a family member.

## THE COMPREHENSIVE RECOVERY PLAN (CRP)

RCCs are trained to develop and implement a Comprehensive Recovery Plan or "Life Map," which identifies needs and lays out a path to enable the Airman and family to reach their personal and professional goals during recovery, rehabilitation and reintegration.



*Think of the Recovery Care Coordinator as the Airman and Family's own Command Center – someone who helps make sure their needs are being met by the right person in the right place and on time.*

The goals and needs contained within the CRP are determined by the Airman with input from the family members, the RCC and recovery team members. The recovery team can include physicians, nurses, social workers, case managers, Commanders, First Sergeants and Wounded Warrior Program personnel.

A key part of the CRP is identifying, applying for and receiving the right benefits and compensation. RCCs, in conjunction with the recovery team, will ensure Airmen are connected with military, Federal, State, local, non-profit and private sector programs which offer support and benefits. RCCs then follow up to ensure that the Airmen's needs are being met.

## SERVE SUPPORT EMPOWER

## THE THREE PHASES OF CARE

### RECOVERY

When the wound, illness or injury first occurs, the Air Force Survivor Assistance Program may assign a family Liaison Officer (FLO) to provide immediate response and an RCC is assigned as the focal point for non-clinical care. The major areas of need and concern can include EFMT (Emergency Travel Orders), family support, lodging/meals, finance, chaplain services, legal concerns, transportation, etc.

### REHABILITATION

This phase can occur at MTFs, VA Polytrauma Hospitals, and other inpatient and outpatient hospitals and/or rehab centers. RCCs will work with Airmen, their families and the recovery team to develop the CRP and put it into action. Major areas of need and concern can include rehab programs, housing, family services, mental health support, transition services, assistive devices, Medical and Physical Evaluation Boards (MEB/PEB), etc.

### REINTEGRATION

The reintegration phase prepares Airmen for return to duty, separation or retirement. Support during this phase can include assistance with transition to civilian life, VA Benefits (including health, dental and compensation), Transition Assistance Programs, relocation, employment/career options and financial counseling. RCCs provide ongoing review and support to identify needed services and resources and offer lifelong care and recovery support.

