

ART 4.2.3.6 Provide Claims Support

Investigate, process, adjudicate, and settle claims on behalf of and against the United States per statute, regulation, DOD directives, and international or interagency agreements. Categories of claims include claims for property damage of Soldiers and employees arising incident to service, torts alleged against Army civilians or military personnel acting within the scope of employment, and claims by the United States against individuals who injure Army personnel or damage Army property.

NO.	Scale	Measure
01	Yes/No	Claims services enhanced the supported unit's ability to accomplish its mission.
02	Time	To adjudicate a small claim.
03	Time	To adjudicate a large claim.
04	Time	Between a claimant's request for forms and actual receipt of forms.
05	Time	To investigate personal property claims.
06	Time	To investigate medical malpractice claims.
07	Time	To investigate federal tort claims.
08	Time	Between identification of and approval for payment of ex gratia claims.
09	Time	Between requests for briefings on claims procedures and actual presentations.
10	Time	Between entry into a foreign area and obtaining translation service and local legal advice.
11	Percent	Of claims received with all substantiation included.
12	Percent	Of claims investigated and paid in AO.
13	Percent	Of claims offices with digital cameras.
14	Percent	Of personnel in claims office proficient in the use of a digital camera.
15	Percent	Of claims received for reconsideration.
16	Percent	Of claims adjudicated consistent with law, regulation, and U.S. Army claims services policies.
17	Percent	Of units that have appointed unit claims officers.
18	Percent	Of base camps with documentation of preexisting conditions.
19	Percent	Of filed claims paid or transferred before redeployment.

20	Percent	Of large personal property claims that are inspected by claims personnel.
21	Number	Of judge advocates in staff judge advocate offices on orders as claims officers.
22	Number	Of claims briefings given before deployment.
23	Cost	Of claims resolved in AO within a given time.

Supporting Collective Tasks:

Task No.	Title	Proponent	Echelon
71-8-4236	Provide Claims Support (Brigade - Corps)	71 - Combined Arms (Collective)	Corps