

## **Nonappropriated Fund (NAF) Employees Frequently Asked Questions Voluntary Authorized Departure of Eligible Family Members from Honshu, Japan**

### **General Information**

#### **1. What is an authorized departure?**

Authorized departure is defined as a voluntary program whereby U.S. Government employees and eligible family members (EFM) who are stationed abroad are permitted to depart a foreign area at government expense.

#### **2. What is the difference between an authorized departure and an ordered departure?**

The law uses the terms synonymously. There is no difference in benefits in application of the regulations. Note: If the Department of State approves either an authorized or ordered departure status for the overseas location the 180-day window for allowances eligibility begins. By law an authorized departure cannot last longer than 180 days.

#### **3. Are NAF employees and family members covered by the same authorized departure orders and guidelines issued for appropriated fund employees and family members?**

Yes. DoD NAF employees and eligible family members are covered by the same authorized departure orders as DoD appropriated fund employees.

### **Eligibility**

#### **1. Who is eligible to depart under the March 17, 2011 (updated March 18, 2011) voluntary authorized departure order?**

EFMs of NAF employees who have an agreement for return transportation to the United States at government expense are eligible for voluntary authorized departure from the following areas of Japan: the Tokyo Capital Region, and the prefectures of Kanagawa, Aichi, Chiba, Fukushima, Gunma, Ibaraki, Iwate, Miyagi, Nagano, Niigata, Saitama, Shizuoka, Tochigi, Yamagata, Aomori, Akita, and Yamanashi.

This current voluntary authorized departure order does not cover DoD NAF employees, unless they are EFMs of eligible civilian employees or military members.

#### **2. Are NAF employees who are also EFMs of military members or eligible civilian employees authorized to depart?**

Yes, eligibility is determined by the sponsor's civilian or military status. NAF employees who are EFMs authorized to depart will receive allowance and benefits based on their status as an EFM, not as a NAF employee.

### **3. Under the authorized departure for EFMs, may a NAF employee escort his/her minor children to a safe haven location?**

Yes. DoD NAF employees may escort their dependents who are unable to travel alone to the safe haven. The employee will be reimbursed for his or her travel and transportation expenses to the safe haven and return travel to the permanent duty station. During the travel, the employee will be on official travel status.

## **Pay and Allowances**

### **1. Are NAF employees and EFMs authorized to receive the same overseas allowances and differentials that appropriated fund employees receive?**

With the exception of post allowance, NAF employees are paid overseas allowances and differentials on the same basis as DoD appropriated fund employees. DoD NAF policy authorizes payment of allowances and benefits as prescribed by the Department of State Standardized Regulations (DSSR). DoD NAF policy also extends Volume 2 of the Joint Travel Regulations (JTR) to NAF employees, including the authorized departure and adverse travel provisions of Chapter 6 of Volume 2 of the JTR. Therefore, most of the Frequently Asked Questions on this website that apply to the allowances and differentials provided to appropriated fund employees and EFMs affected by the authorized departure from Japan also apply to NAF employees and EFMs. However, NAF payment of overseas allowances may differ in procedures and guidelines. Employees should direct questions to the servicing NAF Human Resources Office.

### **2. What financial assistance is available for a NAF employee's EFMs during an authorized departure?**

EFMs covered by an authorized departure are eligible for additional payments which will help cover travel and subsistence expenses incurred as a result of the departure. Eligible EFMs receive travel and transportation at government expense from the foreign post to a safe haven in accordance with the Joint Travel Regulations, Vol II, for TDY travel. Per Diem is payable from the date of departure from the post to the date of arrival at the safe haven. Per Diem is determined by TDY travel rates and is paid for each family member (dependents under age 12 receive one-half the per diem rate).

### **3. What is a Subsistence Expense Allowance (SEA)?**

SEA is given to official EFM, based on locality per diem. DoD NAF EFMs are eligible for SEA on the same basis as appropriated fund employees. SEA is payable the day following arrival at the authorized safe haven point for up to 180 days following the date of the authorized departure order. No SEA will be paid for travel enroute to the official safe haven location.

**4. Is there any other payment provision if an employee needs further help with unexpected expenses related to departure of EFM's?**

Yes, management may advance an employee up to 30 days of pay in advance of the normal payday when, in the judgment of the authorizing officer, payment is required to help defray the immediate expenses incident to an EFM's authorized departure. The advance payment (this is an advance on future income and must be repaid) shall be for a maximum of 30 days based on the rate of compensation including any allowances or post differential the employee was entitled to immediately prior to the authorized departure order. The advance payment may be made at any time after the date the authorized departure order has been ordered but no later than 30 days after this.

**5. How will the departure of EFM's from the OCONUS post affect a NAF employee's post allowance?**

After the departure of all EFM's from the OCONUS post, a NAF employee's post allowance shall be reduced to the "employee without family" rate. – DSSR 621.1(a)

**Employment**

**1. May NAF employees who depart Japan as an EFM of an eligible civilian or military member telework at the designated or alternate safe haven?**

Telework is an option if it is possible to perform the NAF employee's work at an alternate location and the employer authorizes the employee to telework. The employee must meet the eligibility requirements outlined in DoDI 1035.01, "Telework Policy," and any applicable Component regulations. However, many NAF employees will not be able to telework because the nature of their position requires direct contact with customers in service or retail environments.

**2. May a NAF employee who departed under the authorized departure for EFM's accept a temporary job at the alternate location?**

NAF employees are covered by the dual pay and employment restrictions in sections 5531 and 5533 of title 5, United States Code in the same manner that those provisions apply to appropriated fund employees. Those provisions require that an individual may not receive basic pay from more than one position for more than an aggregate of 40 hours of work in one calendar week. While employees are in a nonpay status, such as LWOP, they may hold more than one appointment.

## **Leave**

### **1. Are EFM's who are also employed as NAF employees authorized to use available annual leave if they depart, or must they be given leave without pay?**

Yes, EFM's who are continuously employed as NAF employees during their departure to the safe haven may be granted annual leave by their supervisor. If annual leave is not available, the NAF employee should be granted leave without pay.

## **Transportation of Pets**

### **1. May pets be transported at government expense under the authorized departure?**

No. Transportation of civilians' pets to a safe haven at government expense is not an option. Consistent with provisions for appropriated fund employees, pet transportation expenses from an OCONUS permanent duty station (PDS) can ONLY be reimbursed under Miscellaneous Expense Allowance (MEA) due to household relocation under permanent change of station (PCS) or temporary change of station (TCS) orders (JTR C5310 D.7.& 8.). Employees will be financially responsible for the movement of pets to the EFM's safe haven.

## **Health Benefits**

### **1. May a NAF employee who departs Japan as an EFM continue to participate in the NAF Health Benefits Program (HBP) while in a leave without pay (LWOP) status?**

Yes. Benefits for medical and dental coverage may be continued up to twelve months, provided the employee pays the required employee share of the premium. The employer shall continue to pay the employer's share of the premium. Coverage shall not exceed 12 months from the date the LWOP began, except in the case of authorized LWOP for military service or in other circumstances considered appropriate by the applicable Head of the DoD Component or designee.

### **2. Will NAF health benefits coverage change in any way for those NAF HBP participants who leave Japan under the authorized departure?**

No. There are no changes in medical or dental coverage. Employees and their EFM's who are participating in the NAF HBP's Aetna Global Benefits (AGB) will continue to be covered by AGB. AGB Summary of Benefits information may be obtained at the following link:  
[http://www.cpms.osd.mil/nafppo/nafppo\\_hbprogram.aspx](http://www.cpms.osd.mil/nafppo/nafppo_hbprogram.aspx)

### **3. What flexibilities are in place for participants of the DoD NAF HBP plans administered by Aetna?**

Aetna has offered immediate assistance to Aetna Global Benefits (AGB) health plan participants. Effective Thursday, March 17, 2011, Aetna relaxed the requirements for accessing needed health care and prescription drug refills for AGB members during the crisis in Japan. Nonappropriated Fund employees who are covered by the NAF Health Benefits Program medical plan administered by AGB may call Aetna with questions about medical providers and coverage. Members should follow the same mail order process for prescriptions and confirm the address where the refill should be shipped to during the emergency (another address might be appropriate, if the member is back in the states for a period of time).

**4. Will DoD NAF HBP increased flexibilities extend to areas impacted by the Japan disaster?**

The DoD NAF HBP plans administered by Aetna will provide patient management services for members who are hospitalized or have home health care who may have left Japan under the authorized departure order. NAF HBP participants should contact Aetna Global Benefits when dealing with patient management issues. Continuity of care issues should be addressed to Aetna Global Benefits 24 hours per day by calling 1-800-231-7729.

**5. How may employees or covered EFMs reach Aetna to ask medical or dental insurance questions?**

Aetna's AGB customer service is available 24 hours a day, 7 days a week at: Toll Free 1-800-231-7729 or Collect/Direct 1-813-775-0190 or Email: [agbservice@aetna.com](mailto:agbservice@aetna.com).

**6. Is there an Aetna service provided to an employee or EFM who is having personal problems as a result of the disaster in Japan?**

Free telephonic and web-based clinical consultation and assistance is available to NAF employees and EFMs through the Aetna Global Benefits (AGB) International Employee Assistance Program (IEAP). This now includes all affected AGB members, as well as employees not currently covered under an AGB plan. These IEAP services are free of charge through May 11, 2011, even for DoD employees who do not participate or have access to AGB's IEAP routinely. To access the program, DoD employees can contact Aetna's International Member Service Center at 1-800-231-7729 (toll-free) or 1-813-775-0190 (collect). They should advise they are calling related to the Japan situation and would like IEAP assistance. Non-AGB members should mention they are not a current AGB member.

**7. What phone number should NAF HBP participants call if they are need medical care?**

Members should call the Member Services number that is on the back of their AGB ID card if they have questions (1-800-231-7729).

**8. How do NAF HBP participants transfer an Rx from Japan to an alternate location?**

If a member is relocated to a country other than the US, they can contact Customer

Service for assistance in obtaining prescriptions. For those relocated to the US, a prescription must be written by an MD in order to obtain medications in the US (per laws and regulations). Members may need to schedule an appointment with a physician in order to obtain a prescription. AGB Customer Service Representatives can assist members with making an appointment if needed. Once in the US, members can take their prescription to a Participating pharmacy or they can contact Aetna Rx Home Delivery regarding for mail order Drug Services. Listed below is the contact information. Once connected, they can inform the representative where they would like the medications delivered and if this is a temporary change of permanent address.

Phone Number:	1-866-612-3862
Website address:	<a href="http://www.AetnaRxHomeDelivery.com">www.AetnaRxHomeDelivery.com</a>
Fax number for doctors:	1-800-416-9264
Order Form:	<a href="#">KC Order Form</a>
Address:	Aetna Rx Home Delivery P.O. Box 417019 Kansas City, MO 64179-7019

**9. Is AGB able to help get access to potassium iodide and would this be covered under the NAF HBP plan?**

Aetna encourages members to consult a physician before beginning a potassium iodide treatment regimen. There are risks with the medication that need to be fully understood before beginning this treatment. The U.S. Centers for Disease Control (CDC) web site has some helpful information on potassium iodide. If a physician directs an AGB participant to start taking potassium iodide, participants may submit the claim to AGB for reimbursement.

**10. Is there information available on nuclear radiation, for those who have medical-related questions or concerns?**

The U.S. Centers for Disease Control and the World Health Organization have the latest information. There are several different information pieces for the public.

<http://emergency.cdc.gov/radiation/>  
[http://www.who.int/hac/crises/jpn/faqs\\_2/en/index.html](http://www.who.int/hac/crises/jpn/faqs_2/en/index.html)  
<http://www.who.int/en/>

**Group Life Insurance**

**1. If a NAF employee or EFM has a NAF life insurance claim to submit, or questions about continued life insurance coverage, who should they call?**

Group life insurance coverage varies among the Components depending on the provisions of the particular NAF employer's plan. NAF employees and eligible survivors should contact the

servicing NAF Human Resource Office for information and instructions on NAF life insurance coverage

## **Retirement**

### **1. What happens to an employee's retirement and 401(k) plan while the employee is on paid leave?**

Employees who are on paid leave may have their deductions continue for periods of pay status where there is sufficient funds to cover the deductions. Employees should contact their local NAF Human Resource Office or NAF Component for information.

### **2. Do NAF employees, placed in a Leave Without Pay (LWOP) status due to their departure from Japan as an Eligible Family Member, continue their NAF retirement plan and 401(k) coverage?**

Retirement coverage and provisions vary depending on the NAF employer. Since the various NAF employers each offer their own retirement programs, employees in a Leave Without Pay (LWOP) status should check with their servicing NAF Human Resources Office (or NAF Component contact number below) regarding creditable service and deposit contributions while in a LWOP status.

Department of Army: 877-384-2340

Department of Air Force: 800-435-9941

Department of Navy (CNIC): 866-827-5672

Navy Exchange Service Command (NEXCOM): 866-878-1776

United States Marine Corps: 877-211-1518

Army and Air Force Exchange Service (AAFES): 800-508-8466

### **3. What happens to a NAF employee's CSRS/FERS plan while the employee is on leave or leave without pay?**

Employees who made a portability of benefits election to retain enrollment in CSRS or FERS and TSP will continue to have deductions during periods of leave and leave without pay status according to the retirement plan rules. For retirement purposes, an aggregate nonpay status of 6 months in any calendar year is creditable service. Coverage continues at no cost to the employees while in a nonpay status. When employees are in a nonpay status for only a portion of a pay period, their contributions are adjusted in proportion to their basic pay (5 U.S.C. 8332 and 8411). Employees should contact their local NAF Human Resource Office or NAF Component for information.

## **Workers Compensation**

### **1. What happens to open NAF workers compensation claims for NAF employees who are also EFMs?**

Open NAF workers compensation claims will continue to be handled by the NAF employer and/or their Third Party Administrator.

### **2. If a NAF employee who is receiving payments under the Longshore and Harbor Workers' Compensation Act (LHWCA) departs Japan as an EFM under the authorized departure order, will LHWCA payments continue?**

If an employee who is on the rolls of the employing activity is receiving payments under the LHWCA, the employee will continue to receive payments under the LHWCA while in the alternate location. Employees should notify their servicing Human Resources Office of any change in address to ensure compensation continues uninterrupted. Additionally, the NAF employers have set up central contact numbers (see below) which their NAF employees may call for assistance. Travel and transportation costs will be paid under the sponsor's benefit status, not as the EFM's NAF employee status.

Department of Army: 703-681-7314 or 877-384-2340

Department of Air Force: 800-828-3065 or 800-435-9941

Department of Navy (CNIC): 877-414-5358 or 866-827-5672

Navy Exchange Service Command (NEXCOM): 757-440-4579 or 866-878-1776

United States Marine Corps: 877-211-1518

Army and Air Force Exchange Service (AAFES): 800-508-8466

### **3. Are NAF employees, placed in a Leave Without Pay (LWOP) status due to their departure from Japan as an Eligible Family Member, covered by workers' compensation while at the designated safe haven?**

NAF employees who incur an on-the-job illness or injury are covered by the Longshore and Harbor Workers' Compensation Act (LHWCA) under the Department of Labor. However, NAF employees that are no longer in a work status, such as in this case would not be covered by workers' compensation for injury or illness incurred during the period of LWOP.

## **Other**

### **1. 2011 Tax Filing Deadline:**

There is no special extension of time to file a return or pay taxes for American taxpayers whose permanent duty station is in Japan or who are participating in humanitarian relief operations for Japan. However, American taxpayers who reside abroad (including military members), members

of the Armed Forces on duty outside the U.S. on the April 18 filing deadline, and American taxpayers temporarily outside the U.S. on that date automatically receive a 2-month extension of time to file their tax returns (no action is required to receive this extension). This is only an extension of time to file, not an extension of time to pay. Thus, if a taxpayer owes tax, interest will be charged on the balance owed.

**2. Are EFMs who are also employed as NAF employees eligible to apply for unemployment compensation?**

Employees may be eligible to receive unemployment compensation. The requirements and services provided vary from state to state. Employees should submit their questions regarding unemployment compensation requirements to the appropriate State Public Employment Service Office.