



IDAHO AIR NATIONAL GUARD  
124TH FIGHTER WING  
BOISE AIR TERMINAL (GOWEN FIELD)



## Frequently Asked Question

16 April 2020

**Question:** *Will my CAC card work on the computer system if expired?*

**Answer:** Expired CAC Cards cannot access DOD systems due to security reasons. The Force Support Squadron has sent a message to all personnel about how to make an appointment in the event that mission essential personnel need an updated CAC. Each case will be evaluated to determine the urgency.

**Question:** *Will my Tricare Reserve Select be cancelled if I cannot pay?*

**Answer:** Please see the payment process below. If you have particular questions please call the TRS (Health Net Federal Services) Call Center at (844) 866-9378

1. Everyone's bill is due on the 1<sup>st</sup> of every month
2. Members have until the 30<sup>th</sup> day of that month to make a payment with zero chance of coverage loss
3. If member doesn't pay by 30<sup>th</sup> day, their coverage goes into a "Temporary" termination status until they make their payment
4. Members can be up to 90 days in a "no" payment status before their coverage is "permanently" terminated
5. As long as a member calls the number above before the 90<sup>th</sup> day late, HNFS will re-instate the coverage as if no payments were late (it's as if the member never missed a payment)
6. Call center is currently awaiting guidance on COVID-19 and their way forward for members experiencing financial hardship
7. Reminder: As always, advise every member to call the number above with any questions they have regarding Tricare

**Question:** *If I don't conduct UTA will my SSGI/SSLI be affected?*

**Answer:** SSGI/SSLI are allotments and will automatically come out of military pay. For example - since April was a rescheduled UTA members will incur a debt for April and it will automatically come out of next paycheck.

**Question:** *What if I do a virtual RSD and don't have access to sign my orders at home (AROWS) for pay?*

**Answer:** If members do not have access to AROWs they can manually fill out a NGB Form 105 (Authorization for Individual Inactive Duty Training) to get paid for RSDs. CSSs are aware and working each case.

**Question:** *Can I get promoted if eligible during COVID-19?*

**Answer:** Promotion boards are still happening and being held virtually. Commander and Chiefs are aware of the process and still can submit members for promotions if eligible and approved. Members will still adhere to military standards and conduct their interview face to face in service dress through applicable approved electronic methods.

**Question:** *Can I help with my State Mission?*

**Answer:** Members are encouraged to work volunteer requests through their chain of command if they would like to volunteer for State Active Duty (SAD). This is not applicable to AGRs and members will be vetted through your UDMs, FSS and medical.

**Question:** *When can our out of state guardsmen come out and do drills and AT?*

April and May UTAs are rescheduled due to COVID-19. Please continue to watch for AtHOC or messages from your leadership team on when we will resume normal operations and UTAs. Unit commanders have the authority to conduct virtual UTA periods when deemed appropriate. Out of state members should work with your leadership and continue to review travel restrictions in their home State and the State of Idaho for quarantine restrictions. On April 15, 2020 Governor Little extended the stay at home order for the State of Idaho until April 30, 2020. He is requiring a two-week self-quarantine for non-residents that come into the state (doesn't apply to those doing essential services). The 124th Fighter Wing will continue to monitor the status of the stay at home order and send out more information as it becomes available. Please be patient, our desire is to maintain the health of the force as well as you and your families health.

**Question:** *Are separations being processed?*

**Answer:** All administrative personnel actions are still be accomplished locally and through ARPC. Actions may be delayed due to COVID-19 and teleworking, but rest assured they are still being completed.

**Question:** *I am deployer and have some deployment medical requirements I still need to accomplish before I leave. How do I get these done?*

**Answer:** The MDG is available 7 days a week from 0600-1800 to provide support for medical requirements. Call 208-422-5369, option 2 to get scheduled.

**Question:** *I am due for my annual dental exam, and am NOT greened up on my Individual Medical Readiness (IMR) but my dentist office isn't open, what do I need to do?*

**Answer:** The MDG is seeing patients for dental exams Tuesday-Friday 0700-1300 every week. Call 208-422-6329 to get scheduled.

**Question:** *I am not a deployer and have some medical requirements coming due. How do I get these done?*

**Answer:** If you are due for a PHAQ, please log into "My IMR" link <https://imr.afms.mil/imr/myimr.aspx> and complete the individual questionnaire part. You must have a CAC card reader to do this at home. If you do not have a CAC card reader you can work through your leadership and safely get one checked out. The MDG will then reach out to you to complete the MHA and the other portions. You do not have to come to base complete those items. All other IMR requirements are deferred until July 2020 for now. Call 208-422-5369, option 2 if you have any questions.

**Question:** *If I am not drilling am I going to get a good year?*

**Answer:** All members must have 50 points to receive "a good year" toward retirement.

A member's year is from their R&R, which can cross fiscal years. A misconception is it is within a fiscal year, which is incorrect. (Please work with your supervisor if you don't know your R&R date).

Points are credited as follows:

- 1 AD point per day
- 1 point per four hours (not to exceed two points per calendar day) for IDT.
- ECI points are credited based on one point for every three hours of study (total points earned by successfully completing career development courses (CDCs) through the ECI or other authorized schools, such as PME)
- Fifteen membership points are awarded for a full R/R year (365/366 days)

Here are some examples...

SSgt John Doe R&R Date – 2 May (cycle is 2 May 2019 – 2 May 2020) ANG member points (every person gets these) – 15 points Completed 40 drill periods Completed 10 days of AT Completed NCOA – 15 points Total points – 80 points Member will have good year
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TSgt Jane Smith R&R Date – 30 July (cycle 15 Jul 19 – 15 Jul 20) ANG member points (every person gets these) – 15 points Completed – 32 drill periods Completed – 0 AT days Deployer – Title 10 orders – 90 days Total points – 137 points Member will have a good year
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**Question:** *What if I am experiencing financial difficulties; anxiety or family problems.*

**Answer:** Our team of professionals are here to help, please see the following phone numbers below, *PLEASE DO NOT SUFFER IN SILENCE*, we encourage you to ask for help if you need it!

**Airman and Family Programs Manager:** Heather Echols - Office (208) 422-5470/ Cell (208) 513-3430  
Remember, The Idaho Guard and Support Fund can assist with financial crisis, your Family Support Coordinator can assist you.

**Chaplains Office:** Chaplain Pooley/Howarth - Office (208) 422-5394/ Cell 24/7 (208) 841-9720

**Director of Psychological Health Office:** Dr Judy Hafner, Psy.D - (208) 422-6747

**Director of Psychological Health Office:** Kelly Souder, LICSW - (986) 888-9360

**Sexual Assault Response Coordinator:** Sharon Anderson - Office (208) 422-6373/ Cell 24/7 (208) 954-3369

**Gowen Field 24/7 Crisis Line:** (208) 860-0189