

Bedside Warranted (BSW) Courtesy CACO Training Guide

Key Takeaway (BLUF):

Bedside Warranted (BSW) is a *medical* determination, not a command guess. While a Personnel Casualty Report (PCR) requires an initial medical status (VSI/SI), the official BSW travel authorization is only triggered once Navy Casualty (PERS-00C) and the Medical Cognizant Command (MEDCOG) validate the case with the attending physician. Furthermore, CACOs must actively manage the entire lifecycle of the case—from the initial flight out to the final DD 1351-2 travel claim. The Courtesy CACO will maintain contact with the NOK and keep Region advised of any changes.

Phase 1: Activation & The BSW Operational Pipeline

Step	Action Owner	Required Action
1	Commanding Officer (CO)	Retains ultimate responsibility for initial NOK notification and monitoring the Sailor's status. Contacts Region for Support (360)979-6786
2	Unit Command	Submits the initial PCR via DCIPS. CRITICAL: Must include the specific hospital name, location, and a direct Point of Contact (POC) for the attending physician.
3	Navy Casualty (PERS-00C)	Reviews the incoming DCIPS PCR and immediately routes it to the Medical Cognizant Command (MEDCOG). (Not on Weekends). Navy Casualty Support: 1-800-368-3202
4	MEDCOG	Reviews the case file and initiates direct contact with the attending civilian or military doctor to assess the prognosis.
5	MEDCOG	Makes the official BSW Determination based on the medical consult. MEDCOG updates the PCR and routes it back to PERS-00C.
6	Navy Casualty (PERS-00C)	Forwards the approved BSW PCR back to the Unit Command and the Navy Region where the Primary Next of Kin (PNOK) resides.
7	Courtesy CACO / Unit Command	Contacts the NOK to deliver the official BSW determination and fill out the 1770-2 Travel Request form and submits the Travel Request to the Region.

Notes 1. The OPNAV 1770-2 Travel Request Form can be done via phone; NOK signature is not needed for the initial travel request.

Note 2. The Travel entitlement is for up to **three adults that are listed on the sailors DD-93**. Children are included automatically. Be aware, some hospitals do not allow minors into the ICU. **If they are not listed, they are not authorized for reimbursement.**

Note 3. Travel claims for per-diem may be filed every 10 days.

Note 4. Navy Wounded Warrior may assist connecting family with Fisher House.

Phase 2: Joint Travel Regulations for Family Member Travel

These travel rules are non-negotiable JTR mandates.

Entitlement Category	CACO Guidelines & Restrictions
Processing Time	PERS requires up to 48 hours to process the travel request and issue the final itinerary to the authorized travelers listed on the member's DD Form 93.
Flights	The Navy provides round-trip airfare only for BSW cases.
Lodging (Hotels)	Hotels are not provided upfront. The traveler must book their own lodging. They will be reimbursed up to the local GSA Per Diem rates on the backend.
Ground Transport	Rental cars are never authorized. The host command or parent command are expected to coordinate local ground transportation upon arrival. Necessary taxi expenses are reimbursable.
Self-Funded Travel	If the family pays for their own travel upfront to arrive faster, reimbursement is capped at the government GSA/City Pair rate, regardless of out-of-pocket costs.

Phase 3: Demobilization & The Travel Claim Pipeline

The process does not end when the family arrives at the hospital. The Courtesy CACO must manage the return trip and reimbursement process flawlessly.

Step	Action Owner	Required Action
8	Medical Authority	Member recovers and is determined to be no longer Medically Warranted.
9	Courtesy CACO	Files the Return Trip Travel Request to the Region to get the family home.
10	Courtesy CACO	Collects all travel receipts and prepares the Travel Claim (DD Form 1351-2). The traveler MUST sign this form and any other needed vouchers.

11	Courtesy CACO	Submits the DD 1351-2, receipts, and the EFT (Direct Deposit) Form to the Region. CRITICAL TIMELINE: Must be submitted no later than 5 days after travel completion.
12	Navy Region	Reviews the travel claim package for accuracy and submits it to PERS-00C.
13	Navy Casualty (PERS-00C)	Reviews, and ultimately approves or rejects the Travel Claim.
14	Courtesy CACO	If approved, payment should arrive via EFT within 10 days. The Courtesy CACO must double-check with the traveler to verify payment was received. Case Closed.

The Wounded Warrior Connection

- Immediate Link-Up: As soon as a Sailor is designated BSW/VSI, the command must connect with Navy Wounded Warrior (NWW). Office: 360.315.2645
- Bedside Support: NWW provides non-medical care management, assisting both the recovering Sailor and the visiting family with long-term resources, lodging assistance, and transition support.

Common CACO Pitfalls to Highlight

1. "The Promised Ticket" Trap

CACOs never to promise travel funds until PERS-00C has returned the approved BSW PCR. If the family books a last-minute commercial flight without prior coordination, they may only get reimbursed a fraction of the cost based on GSA rates. If the sailor is not BSW according to PERS travel reimbursement will not be authorized..

2. The PCR Drop-Down Guess

While creating the PCR the (VSI/SI) menu drop-down selection is a *temporary baseline*. The MEDCOG's doctor-to-doctor verification is what unlocks the actual BSW funding by PERS, no one else.

3. Group Claims vs. Individual Claims

Travel claims are for Individuals, not groups. Even if a family travels together, a separate DD 1351-2 must be filed for every person. *Crucial*: Children need their own travel claim filed for Per Diem, which must be signed by the parent or guardian.

4. The 5-Day Deadline & EFT.

The travel claim must be submitted within 5 days of returning home, and it must include an EFT form.