

Care Team Roles and Responsibilities

The care team combines various medical and non-medical staff who work together to strengthen the recovering service member's (RSM) mind, body, spirit, and family. Depending on the medical status, some or all of the care team members listed on this fact sheet may be a part of a RSM's recovery.

Who is on the Care Team?



Lead Coordinator (LC) is your primary point of contact for coordinating with your recovery care team. Dependent upon your needs, one of the following two team members will serve as your LC.



Medical Case Manager (MCM) (May also be called Clinical Case Manager or Nurse Case Manager (NCM)) is a registered nurse or licensed clinical social worker who brings together all the medical providers in support of the RSM's treatment and helps coordinate access to specialty care and non-routine medical services.



Recovery Care Coordinator (RCC) helps define a RSM's individual goals for recovery, rehabilitation, and reintegration, identifies the services and resources needed to achieve the RSM's goals, and develops the RSM's comprehensive recovery plan (CRP).



Primary Care Manager (PCM) is responsible for providing and/or coordinating medical care, maintaining health records, and referring patients to specialty care (to be covered, specialty care must be arranged and approved by a PCM).



Marine Section Leader (SL) is a noncommissioned officer who provides daily accountability and tracking of assigned RSMs' progress, serves as a mentor and advocate for RSMs, provides small unit leadership and discipline, and ensures RSMs are inspired to reach goals.

Lead Coordinator

While inpatient the MCM will serve as your LC and once outpatient the RCC will assume that role.

Principle Elements

The care team is composed of assets both internal and external to the Wounded Warrior Regiment (WWR) and may include anyone essential to the RSM's recovery, several of whom are listed on the back of this fact sheet. The primary members of the recovery care team are the SL, RCC, MCM, and PCM.

Related Fact Sheets

- Recovery Care Coordinator
- Medical Section
- Transition
- DISC / FSR
- Comprehensive Recovery

Wounded Warrior Call Center 24/7—1.877.487.6299

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Federal Recovery Coordinator (FRC) is a Veterans Affairs (VA) health professional who supports the WWR's efforts while a RSM is still on active duty and may continue to provide support after they transition to veteran status.



Non-Medical Care Manager (NMCM) provides support and assistance to RSMs and their families on resolving financial matters, administrative issues, transitional issues, and other issues that may arise during recovery, rehabilitation or reintegration.



Transition Coordinator (TC) provides direct support to RSMs and their families with transition assistance. This support includes helping prepare resumes, finding internship opportunities, hiring/education events, employment workshops, budget assistance, and coordinating veterans' benefits.



Clinical Care Advocates (CCA) are licensed clinical social workers, registered nurses, nurse practitioners, or licensed professional counselors who are located at the WWR and wounded warrior battalions and work closely with RSMs and medical staff to help determine the most appropriate resources for medical and psychological issues.



Family Readiness Officer (FRO)/Family Support Coordinator (FSC) are full-time employees who are available at the battalions and detachments to provide assistance, training, and information about family activities, services, and resources offered locally and nationally.



District Injured Support Coordinators (DISC)/ Field Service Representatives (FSRs) provide face-to-face contact with RSMs and their families as needed and assist by linking them to VA and community resources, identifying VA OIF/OEF coordinators to assist with veteran medical care, and providing information on family and caregiver support services. DISCs are mobilized Marine reservists and FSRs are contract support that are geographically dispersed to provide assistance and community liaison where needed.

