

CACOs for the PADD and Command Reps must contact MAO ASAP

Navy Mortuary Affairs Office (MAO)

The Navy Mortuary Branch within the Navy Casualty Assistance Division ensures prompt and uniform death benefits are provided to all Navy beneficiaries worldwide. Included as beneficiaries are those missing/killed in previous conflicts such as Southeast Asia, Korea, WWII and Vietnam who have been recovered and identified (REPATS). In addition, the Navy Mortuary staff coordinates the Navy's Burial-At-Sea program. Navy Morticians (both military and civilian) are assigned to Navy Casualty with duty locations at BUPERS in Millington, TN, Dover Port Mortuary at Dover AFB, DE and USMC Casualty Branch at Quantico, VA.

- **Active Duty/Activated Reserve Deaths** Morticians coordinate funeral preparations via the Navy Contracting Officers and Funeral Directors worldwide. Together, they negotiate funeral arrangements and contract charges in order to expedite the shipment of remains, within ten days after death and DD Form 3045 being signed and submitted to MAO. Navy Funeral contracts provide **primary-care** benefits for deceased active duty Navy and Marine Corps personnel. Active duty personnel are also entitled to **secondary-care** funeral expense reimbursements and transportation reimbursement when remains are moved from place of death to place of burial. Primary and Secondary Care are explained in the CACO Student Guide. CACOs assisting in Funeral Arrangements must contact MAO directly. POCs below.
- **Dependents** When the death of a dependent residing with an active duty member stationed OCONUS occurs, entitlements for preparation and transportation of remains are provided. For dependents of active duty service members serving CONUS, only transportation of remains is provided.
- **Retirees** Deceased retirees and their dependents are entitled to transportation only when they pass away in a military Medical Treatment Facility (MTF), such as National Naval Medical Center Bethesda, MD or Naval Medical Center San Diego, CA. **Civilian Employees** Civilian employees, who pass away while on official orders away from their normal duty station, are provided transportation of remains only.

MAO Contact Information

Working hours Commercial - (901) 874-2307 or 6714 or 1-866-787-0081

All Other Mortuary Related Issues: (including Burial-at-Sea, pending claims, etc.)

Monday thru Friday 0730 - 1600 CST Toll free - 1-866-787-0081

EMAIL FOR ALL MORTUARY ISSUES: NAVMORT@navy.mil

CACO Support After-Hours 901-619-8157

CACOs assisting the PADD must Request These Four Forms From MAO ASAP:

1. *DD Form 3045*
2. *DD Form 1375*
3. *CEFT*
4. *Wooden Flag Case Request*