



NSA NAPLES

25 NOV 2025

TOWN HALL Q & A

ADDENDUM

CO Notes:

Thank you to all those who participated in the town hall process. Please follow up with the Public Affairs Office if you have any follow-on questions: nsanaplespao@us.navy.mil

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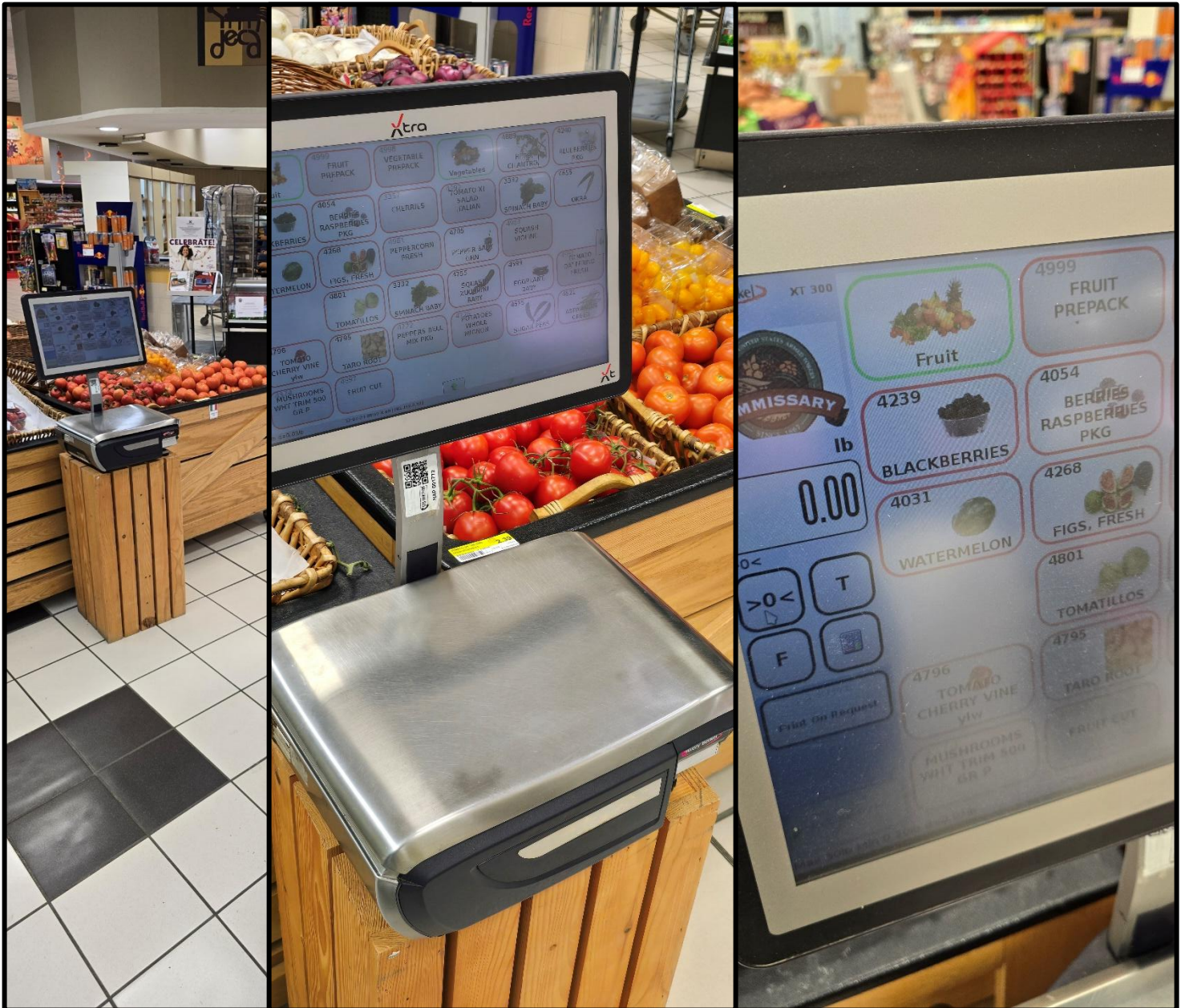
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Commissary

What are chances of the commissary getting scales to weight produce? I have been to multiple bases throughout Europe, and they either have digital scales or the old school hanging scales.

- For your convenience, we've added a new digital scale to our produce section, located right next to the tomato display.
- Just place your fruits or vegetables on the scale to check their weight. Please note that this scale is for weighing only and does not print price stickers.
- If you have any questions, please ask one of our team members. We're always happy to assist!
- Please see the photos below for reference:



US Naval Hospital Naples

A follow up to the August 2025 Town Hall regarding DOD Civilian billing for hospital services. I believe the deferment is still in place so bills will not be sent at this time. However, a new issue has come up...the hospital just submitted claims to insurance companies dating back to 2023 (two years). They have been denied for not submitting in a timely fashion. Do you know if the hospital is current now in submitting claims?

- Insurance Claims Answers (November 2025 Town Hall)
 - This is an enterprise-wide issue that only affects civilian non-Tricare patients.
 - The DHA (Defense Health Agency) discovered an issue that caused a significant number of claims from 2023-2025 to not be sent out to health insurance companies for processing.
 - This issue has been corrected, and the claims process has resumed.
 - A substantial number of old and new claims have been sent out to health insurance companies, which is why there are some rejections.
 - As insurances are rejecting claims for untimely filing, the MTFs (Military Treatment Facilities) across the enterprise are resubmitting those claims for payment reconsiderations with a memo provided by the DHA Office of the General Counsel.
- Billing Answers (August 2025 Town Hall)
 - This is a question that only affects civilian non-Tricare eligible patients.
 - The Department of Defense (DoD) paused billing non-Tricare eligible civilians while developing guidance to meet the changes enacted in Section 716 of the Fiscal Year 2023 National Defense Authorization Act (FY23 NDAA section 716). This section addresses financial relief options for civilian patients seen at Military Treatment Facilities (MTFs).
 - Currently, uninsured civilian billing is on hold. For insured patients, we can bill insurance and defer the patient portion.
 - We ask that patients proactively manage their information in the Defense Enrollment Eligibility Reporting System (DEERS) and keep their insurance information up to date and on file with each MTF they visit.
 - When the DoD lifts this deferment, we will communicate this in accordance with the guidance provided at that time. No timeline has been established for this.

Housing

Can we add a light to the new dog parks or turn an existing light to provide some coverage?

- The Housing Office will pursue a lease modification to install lights around the dog parks. This will likely be a long-term solution and will require both approval and funding. In the near-term, the Housing Office will conduct a survey of the sites to determine if existing lighting can be re-utilized to provide light to the dog parks.

Can housing zone managers post a note on the building when they are going on leave with who residents should contact in their absence?

- While we are unable to post leave information for individual Zone Managers, residents may contact any designated Zone Manager listed on the attached Government Housing Points of Contact (POC) sheet for support whenever their assigned Zone Manager is unavailable.
- For residents' convenience, the Government Housing POC sheet is provided to all residents upon check-in and can also be found in the Welcome Aboard materials. We will post the Government Housing POC information on the Housing and Installation Facebook pages, as well as on bulletin boards throughout each building, to ensure residents have multiple convenient ways to access this information.
- See next page for Government Housing Zone Manager POC information

GOVERNMENT HOUSING POINTS OF CONTACT

After Hours Emergency:

+39 338-946-2227

Warehouse: M-F, 0800-1600

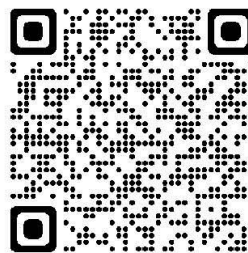
DSN 629-4242

Commercial 081-811-4242

Help Desk: M-F, 0800-1630

DSN 629-4285/6

Commercial 081-811-4285/86



Scan me to submit a service call

Zone Managers: M-F, 0730-1600

Gennaro Cerulli 331-698-0268

Support Site Units 2001-2020,
Support Site Units 2027-2031

gennaro.cerulli.ln@us.navy.mil

Giuseppe Veca 335-139-8909

Support Site Units 2039-2055
Support Site Units 2101-2111

giuseppte.veca.ln@us.navy.mil

Beniamino Cioffi 366-687-1414

Support Site Units 2112-2124,
Support Site Units 2150-2163,

beniamino.cioffi.ln@us.navy.mil

Frank Desena 335-785-4403

Support Site Units 2125-2149A,
Senior Officers Quarters, Townhouses,

francesco.desena.ln@us.navy.mil

Pietro Parillo 366-663-0471

Government Housing Supervisor

pietro.parillo.ln@us.navy.mil

Public Works Department

Is there an estimated date of repairs for the streetlights in the Quads around buildings 2116-2120 and 2122-2124 following the electrical fire? Without the lights on, parking lots are quite dark when coming home or walking dogs which is a safety concern.

- The recent minor fire at one of our electrical substations damaged electrical cables serving the streetlights on Support Site in the vicinity of buildings 2115 - 2120 and 2122-2124. Restoring lighting in this area will require a new electrical panel to be fabricated, shipped, and installed.
- This is a complex process and is expected to take a few months.
- Until the streetlights are fixed, please be extra cautious while driving, walking, or biking in this area, especially at night. Adhering to (or driving below) the posted speed limits will help ensure everyone's safety.
- We appreciate your understanding and patience as we work to resolve this issue. We will keep you updated on the progress of the repairs.
- NSA Naples posted this information on social media and in the PAO Notes, if you want the PAO Notes directly sent to you please contact the PAO. nsanaplespao@us.navy.mil

In my community we have a leaking pipe outside the school. The construction site has been there forever! It could be dangerous because the water is a slipping hazard and could harm the environment. It could also get on someone's clothing or shoes. What is being done to fix this hazard?

- Unfortunately, the installation has experienced numerous water pipe (both potable and fire suppression) breaks this year. Public Works Office is working with stakeholders to replace large portions of water pipes across the installation beginning this spring. The water pipe outside the school has been completed although site-work remains to be completed, and there is no active leak or environmental hazard. We understand and agree it has taken too long to complete this work, but following the pipe break, additional sections of pipe were proactively replaced to prevent future breaks. As always, please exercise caution near the construction site.

Can Cub Scout projects improve the installation, like planting trees?

- Yes. However, projects which improve the installation without creating a permanent cost to the installation for continued maintenance are preferred.
- POC: Public Works Department, Commander John Parizek John.m.Parizek.mil@us.navy.mil

Is there a possibility for covered parking on Support Site?

- While we agree covered parking would be nice, Navy resources are extremely limited for this type of infrastructure while investments are targeted toward unaccompanied housing and other quality of life improvements, such as fitness centers, as well as mission requirements.