

Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - September 2024

18401 East A-Basin Ave, Stop 95, Buckley AFB, CO 80011

Building 606, Room 104, phone **720-847-6693**, e-mail address: **raobuckley@gmail.com**

Normal Hrs: Mon 0900-1500, Tues 0900-1400, Wed 1000-1500, Thurs 0900-1200 & Fri 1000-1500

These hours are totally dependent on volunteer availability!

Director: Steve Young, Lt Col, USAF, Ret

RETIREE ACTIVITIES OFFICE (RAO) LOCATION: We are in Rm 104 of Bldg 606, close to the main building entrance. As you come into the main entrance, turn left, enter the first hallway on your right and Rm 104 is the first room on your left. Remember, we assist military retirees from **all** Services!

Buckley AF MPF Bldg 606 ID card service hours are: Mon/Tues/Thurs/Fri 0800 to 1500; Wed 0800-1200

For folks not comfortable making ID card appointments with the Buckley SFB AF Military Personnel Flight (MPF) using the RAPIDS website, you can call the MPF at 720-847-4357, Option 2, from 0800 to 1200 Mon-Fri for assistance with appointment scheduling. If no one answers you will be able to leave a message, after the beep, and (we're told) someone will call you back. The MPF requests your message just leave your name, contact information and basic need, i.e. you need to make an appointment, you have a policy question etc. You can also e-mail 460fss.fsmps.customerservice@us.af.mil

Retiree & Dependent ID Cards (Appts Only)

To find the ID facility nearest you and make an appointment online please go to the RAPIDS Site Locator at the following link: <https://idco.dmdc.osd.mil/idco/#/>

Once you get to the RAPIDS site, click on the "ID Card Office Locator & Appointments" Continue box. The page that comes up should default to the "Search for Site by Address" tab. Ensure "All" is selected under the "Search For" area, then enter your zip code in the "Enter Location" area, select an entry from the "Radius" drop-down menu, and click on the "Search" box. A list of sites will pop up and then you can select "More Info" for the site you want to use, and the "Schedule an Appointment" block. A calendar will come up for that site where you can scroll through the months on the calendar to see when appointments are available. During the pandemic some locations may not show any appointments available. When you pick a day with appointments you will see a list of the times available for that day below the calendar and you can pick the one you want and click on "Book This Appointment." Just FYI, you will typically find more online appointments available on the 140th ANG and NOSC sites - both on Buckley SFB - than at the MPF in Bldg 606.

OBSERVANCES IN SEPTEMBER: 2 - V-J Day; 11 - Patriot Day; 18 - Air Force and Air National Guard B-Day; 20 - POW/MIA Recognition Day; and 29 - Gold Star Mother's & Family's Day.

FAMILY DAYS AND HOLIDAYS IN SEPTEMBER: Monday, 2 Sep, is Labor Day, so Friday, 30 Aug, is a Family Day. As you know, Family Days impact various operations on base (Pharmacy, MPF ID card section, 6th Ave Gate, etc.) so keep that in mind if you have things to do on base during those days.

BUCKLEY SFB MILITARY RETIREE APPRECIATION DAY (RAD): The **Buckley SFB Retiree Appreciation Day (RAD)** event will be on **Saturday, 21 Sep, from 0800-1300 at the Leadership Development Center, Building 1032, on base.** You don't need to "register" to attend. Below are a few organizations we expect to be there.

- Defense Finance and Accounting Service (DFAS)
- Tricare/Delta Dental/Blue Cross Blue Shield/GEHA
- Fort Logan National Cemetery
- Base pharmacy/commissary/BX
- Military Personnel Flight ID card section will be open 0800-1200 (Bldg 606, Mission Support Bldg)

- Social Security
- Center for Medicare & Medicaid Services (CMS)
- VA Eastern CO Health Care System
- Denver VA Regional Office
- And many others

As in the past, we will provide free food and drinks, including donuts, breakfast burritos, pizza, hamburgers, hot dogs, snacks, etc. This year, we will also have door prizes! Some of the door prizes include restaurant and brewery gift cards, gift baskets, an inflatable kayak, passes to Wings Over the Rockies Museum, a gift card to the NFL Shop, etc. Another new addition to this year's RAD is live entertainment! It will be a fun, and informative, event. As the date gets closer, we will provide additional details via our e-mail distribution list and our website (link below). We encourage you to visit our website or call the RAO for updates or if you have any questions.

<https://www.buckley.spaceforce.mil/Units/Retiree-Activities-Office/>

FT CARSON MILITARY RETIREE APPRECIATION DAY (RAD): For our readers closer to Colorado Springs, Fort Carson is also holding their RAD on 21 Sep. The event will be from 0900-1300 in the Ft Carson HUB, Bldg 1532, 6371 Specker Ave, CO 80913. For additional info contact the Ft Carson RSO, Ms. Carolyn Hill, at carolyn.d.hill9.civ@army.mil

VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB: On 19 Sep, from 1300-1600, in Building 606, Room 140 (the Military & Family Readiness Center), on Buckley SFB, there will Veteran Service Officers (VSOs) available to help you file a VA disability benefit claim. You can just show up and walk in, no registration is required. If you are being discharged from the military within 90-180 days, bring a copy of your medical records, your marriage certificate and your children's birth certificates and they can do the rest. You should understand up front that an average Benefits Delivery at Discharge (BDD) claim can take 2 hours or more for a records review and submission and there is almost always "homework" a veteran needs to do before they are completely prepared for an appointment. That being said, there are three things the VSOs at these meetings can do to prepare you for filing: answer any questions you may have about claims and claim processes; process simple requests such as input an Intent to File, for a retiree for instance, to save a date or update address information; prepare you for, and schedule, longer appointments in a VSO office to complete and submit claim documents. This event is scheduled for the third Thursday of every month, so expect the next one to be on 17 Oct. For more info, you can contact Ms. Stephanie Rozmarich at 460MSS.DPF@us.af.mil or call 720-847-6681.

UPCOMING HONOR FLIGHTS: Rocky Mountain Honor Flights has flights planned for 5-7 Sep. You can find more information on these flights at <https://rockymountainhonorflight.org>

PHARMACY OPERATIONS:

The best number to contact the MDG and pharmacy is 720-847-9355. When the phone tree is not working, it will direct patients to call 720-847-7450 until fixed. We recommend patients do NOT save this number and still call 720-847-9355 first as when the phone tree is back to operational, the secondary number will no longer be an option to contact the pharmacy. When phone tree operations are restored, the pharmacy is not sure of the options to direct patients to the pharmacy, so they recommend you listen to the messaging and follow the prompts as other pertinent information is shared there as well (closures, updates, etc).

For patients interested in text notifications of when their prescriptions are ready, please speak to a pharmacy team member to enroll - have your cell phone number and carrier/company available.

The pharmacy will normally close at 1500 on the last Friday of each month. There is a lot of good information on the pharmacy website - here is the link: [460th Medical Group - Buckley Space Force Base > Health Services](#)

> [Pharmacy \(tricare.mil\)](http://Pharmacy(tricare.mil)) The site also lists a phone number for the Pharmacy Patient Relations/Advocate, which is 720-847-6603. The e-mail for the advocates is: usaf.buckley.460sw-mdg.mbx.pharmacy-patient-advocate@mail.mil.

New Prescriptions

Activation of new prescriptions by customers via phone or the Genesis Patient Portal is no longer required.

Electronic prescriptions will automatically be activated

Hardcopy prescription activation is via the Pharmacy DROP BOX

Urgent prescriptions will be ready the same day

Routine prescriptions ready after 1400 on the 2nd duty day

Refills

The Automated refill number is 720-847-7455

There is a 5 duty-day turnaround - after 1400

There has been an education adjustment for patients regarding the turn-around time for new prescriptions and refills. The pharmacy asks that beneficiaries call in their refill medications 7 days prior (for a 30-day supply) or 21 days prior (for a 90-day supply) to ensure they do not run out of medications before their refill will be ready.

BUCKLEY PHARMACY HOURS OF OPERATION:

Lobby Hours of Operation:

Monday, Tuesday, Thursday, Friday: 0730-1630

Wednesday: 0930-1630

Thursday Extended Hours: 1630-1730 **Pick-Up Only**

Drive-Thru Hours of Operation:

Monday – Friday: 1300-1600

FUTURE CLOSURES:

30 Aug - Family Day

2 Sep - Family Day

13 September closed @1500 - MDG Function

11 Oct - Family Day

14 Oct - Holiday

25 Oct closed @1500 – MDG Function

WINGS OVER THE ROCKIES AIR & SPACE MUSEUM AND WINGS OF EXPLORATION AT CENTENNIAL AIRPORT: Below is some information regarding September events for the museums, and links where you can get further information.

September:

- History Comes to Life Showcase
 - Date: 8/30-9/2
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingmuseum.org/events/list/?tribe-bar-search=history+comes+to+life>
- Breakfast Fly-In
 - Date: 9/7
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingmuseum.org/events/breakfast-fly-in-sept/>
- Dream Machine Showcase

- Date: 9/14
- Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- <https://wingsmuseum.org/events/dream-machine-showcase/>
- New Exhibit Opening - Space: A Journey to our Future
 - Date: 9/21
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/new-exhibit-space/>
- Cockpit Demo Day
 - Date: 9/21
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/cockpit-demo-day-sept/>
- Speaker Series: The Final Flight of the Space Shuttle Discovery
 - Date: 9/21
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/speaker-series-space-shuttle-discovery/>
- SCFD Free Day
 - Date: 9/23
 - At both Wings Over the Rockies locations
 - <https://wingsmuseum.org/events/list/?tribe-bar-search=scfd+free+day>
- Spreading Wings Celebration - We are celebrating 30 years of Wings Over the Rockies Air & Space Museum and we invite you to be a part of our milestone event!
 - Date: 9/26
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/celebration/>

Save the Date!

- Veterans Coffee Hour
 - Date: 10/5 at 9am
 - Free event offering coffee & company for veterans & their families at Wings Over the Rockies Air & Space Museum.
- Veterans Day
 - Date: 11/11
 - Free admission for active and retired military at both Wings Over the Rockies locations.

CASTLE ROCK OKTOBERFEST: On **Saturday, 21 Sep, from 1300 - 2100**, Castle Rock will host an Oktoberfest at Wilcox Square (4th St. and Wilcox St.). There will be entertainment, vendors, food trucks, etc. Since this event doesn't start until 1300 you have plenty of time to attend the Retiree Appreciation Day (RAD) on Buckley SFB and then visit the Oktoberfest. For more info see <https://www.downtowncastlerock.com/oktoberfest>

CHERRY CREEK SCHOOL DISTRICT VETERANS & MILITARY APPRECIATION EVENT: On **Saturday, 5 Oct**, Cherry Creek School District will host a military appreciation and community celebration event at Legacy Stadium (26101 E. Arapahoe Road, Aurora, CO 80016). There will be a luncheon from 1200-1400 and a community celebration from 1400-1700, with a Chinook helicopter, and Army NG gaming trailer, AF STEM, Marine Battery Unit, the Honor Bell, etc. There will also be a Dine-In for vets, military members and families from 1600-1730 and a football game that starts at 1800. More info at [Military Appreciation / 2022 Veterans and Military Appreciation Celebration \(cherrycreekschools.org\)](https://www.cherrycreekschools.org/military-appreciation-2022)

FEDERAL EMPLOYEE DENTAL & VISION INSURANCE PLAN (FEDVIP) OPEN SEASON: Federal Benefits Open Season is your annual opportunity to enroll in, change, or cancel a FEDVIP dental and/or vision plan. Each year, open season typically runs from the Monday of the second full work week in November

through the Monday of the second full work week in December. For 2025 plans, we expect the open season dates will be 11 Nov - 9 Dec. Just a heads up so you can start preparing.

MEDICARE OPEN SEASON: Medicare Open Season is your annual opportunity to enroll in or change your current Medicare/Medicare Advantage plan. We expect for 2025 plans, the open season dates will be 15 Oct - 7 Dec. Just a heads up so you can start preparing.

TRICARE OPEN SEASON: Tricare Open Season is your annual opportunity to enroll in, change, or cancel a Tricare plan. For 2025 plans, the open season dates will be in Nov and Dec. Start preparing ...

INHERITED IRA'S AND INHERITED ROTH IRA'S CLARIFICATION: On 19 Jul 24, the IRS released final regulations on annual required minimum distributions (RMDs) for inherited IRAs and inherited Roth IRAs. Beneficiaries do not need to take RMDs in 2024 for non-eligible designated beneficiaries who inherited an IRA after December 31, 2019. A common example of a non-eligible designated beneficiary is an adult child inheriting a parent's IRA. For non-eligible designated beneficiaries, the beneficiary must take an RMD for inherited IRAs starting in 2025. Annual RMDs are not required for a Roth IRA during the 10-year period after the original owner's death. The inherited IRA and/or Roth IRA will still need to be fully distributed by the end of the 10th calendar year following the calendar year of the individual's death.

For those individuals who inherited an IRA and or Roth IRA prior to 1 Jan 20, nothing has changed with this latest clarification from the IRS on how your RMD is calculated or when they should be taken. This latest clarification does not apply to a surviving spouse or minor child under 18 years of age inheriting an IRA. A different set of rules govern the distribution for those beneficiaries. It is advisable to consult your tax professional or financial advisor for specific information about the application of these rules.

LEGAL OFFICE OPEN FOR "LIMITED SERVICES" FOR RETIREES & DEPENDENTS: Legal provides **limited** legal assistance services for military retirees and their dependents. **Wills for retirees and dependents will only be done on Wednesdays and Thursdays of each week from 1300 to 1500 and you must have an appointment.** For notary services and powers of attorney, walk-ins for retirees are available on **Mon-Thurs from 0800-1200**. Retirees have the option of conducting their legal assistance appointment by telephone or in person. Legal expects the will appointments to fill up very quickly and they will **not** have a "waitlist." Thus, legal may ask that retirees call back in 2-3 weeks to check for open appointments once they are booked for several weeks. **Prior to scheduling an appointment for a will, medical directive or power of attorney, legal will require a ticket # or worksheet, as well as your DoD ID Number** which is located in the lower right front of the old (DD Fm 2) ID card (10-digit number). You can obtain a ticket # from the AF legal assistance website at [U.S. Air Force Legal Assistance \(AFLASS\)](#) when you go to the site to fill out the required information for whatever document it is you want completed. **If you call legal to make an appointment, they will not give you an appointment unless you have the ticket number issued by the website.** For any questions call base legal at 720-847-6444.

UBER ACCESS TO BUCKLEY SFB: We recently had an interaction with an elderly retiree who had taken an Uber to the BX and got dropped off (he doesn't drive). When he was ready to leave, he didn't think he could get an Uber to pick him up because he didn't think the driver would be allowed on base without an ID card holder in the car. He had no way to get to the Visitor Control Center (VCC) and it was a very distressing situation for him. One of our volunteers happened to be at the BX, noticed his distress and talked to him to find out what his issue was. After their discussion, he took him to the VCC, got him inside and got him squared away with a ride home.

Based on this, we contacted the VCC to find out if there is a process to address this situation, since we did not know how it is supposed to work. Security informed us that if the retiree had called for an Uber driver to pick him up on base, Uber is supposed to send someone that already has an Uber DBIDS card with Buckley SFB. Buckley SFB is Geo fenced off so that only Uber drivers with DBDIS cards will be selected to come pick up

passengers on the base. If anyone has an experience where that is not the case, please contact the VCC (720-847-9381) and let them know so they can work with their Uber POC to try and correct the issue.

CONSTRUCTION ON BUCKLEY SFB 6TH AVENUE GATE: The 6th Ave gate has been undergoing construction since Monday, 17 June, and it will last until further notice. Open hours will be as follows:

Inbound Traffic: Mon-Fri 0600 - 1230

Outbound Traffic: Mon-Fri 1300 - 1800

The gate will still be closed weekends and holidays, as usual. **Security requests you use the Mississippi gate as much as possible, and it will be much easier to get to the pharmacy/BX/commissary if you do that.** You can check the base Facebook page for updates: [Buckley Space Force Base | Facebook](#)

HAVING PROBLEMS WITH THE GENESIS PATIENT PORTAL? For members looking for assistance with the MHS-Genesis Patient Portal, the pharmacy recommends reaching out to the MHS help desk and/or reviewing the FAQ's they provide. They believe the best place to call for help is the Defense Manpower Data Center (DMDC) at 800-368-3665. You can also try the Global Service Center (800-600-9332). **You need to make sure your information in DEERS is correct, to include your email address, as this must match the Genesis login email used.**

PRESCRIPTION OPTIONS WHEN BASE PHARMACY IS CLOSED: Resourcing for DoD pharmacies does not provide staffing for extending hours for an on call or emergency service as a standard. The Buckley SFB pharmacy is not resourced that way as the surrounding area is able to support emergence prescription needs. In delivering the Tricare Benefit, the option for utilizing the prescription benefit outside of Buckley Pharmacy open hours is to utilize an in-network pharmacy in the surrounding area. Using the Express Scripts In-Network Pharmacy locator (<https://www.express-scripts.com/frontend/standalone-ui/#/find-a-pharmacy/commercial-oe/search>), there are two pharmacies in the surrounding area providing 24-hour pharmacy availability (Walgreens @12051 E Mississippi Ave in Aurora and CVS @4005 E 8th Pl in Denver).

PRESCRIPTION REFILLS USING MHS GENESIS PATIENT PORTAL: The Defense Health Agency has launched a new feature that lets you request prescription refills through MHS GENESIS. We've posted a flyer about this on the RAO website. We're told prescription refills through the MHS GENESIS Patient Portal became available on 29 Feb. You can refill prescriptions by selecting the "Rx Refills" tab in the upper right panel on the portal's homepage. Through your MHS GENESIS Patient Portal, you'll be able to:

- See all your prescriptions that are available to be refilled.
- Choose which ones you want refilled.
- Choose where you want to pick up the refill.
- See when your prescriptions are ready to be picked up.

This new feature also applies to existing prescriptions that have remaining refills. You can request a refill once you've used 75% of the previous fill, and no earlier. To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil>.

QUARTERLY MEDICAL GROUP TOWN HALL: The next Town Hall is planned for **Wed, 16 Oct**, from 1600-1700, at the Buckley SFB Chapel (Bldg 316 - across from the A-Basin CDC). The dial in for the townhall will always be the same number and same code: [+1 410-874-6757](tel:+14108746757) Phone Conference ID: 241 738 417# These town halls are your opportunity to engage with pharmacy personnel face-to-face to express your concerns and ask questions, so we strongly encourage retirees with any pharmacy concerns to attend. These events are held every three months, on the third Wednesday of the month.

TRICARE PRESCRIPTION POLICY CHANGES: TRICARE beneficiaries with prescriptions for specialty drugs through a retail pharmacy may need to make new arrangements to receive their medication after a 1 Mar TRICARE policy change that expanded the list of maintenance medications beneficiaries must refill through

home delivery or at military treatment facilities (MTFs). Patients taking new medications added to TRICARE's [maintenance drug list](#) will have a limited time - two refills - to move their prescription to either a military pharmacy or TRICARE Home Delivery. This change supposedly impacts fewer than 1% of TRICARE beneficiaries, and those impacted have been notified by mail. Specialty medications treat chronic conditions and may require special storage and/or clinical training to administer. These include a variety of cancer-fighting medications, as well as treatments for multiple sclerosis and hepatitis C. While these drugs represented less than 1% of military health system (MHS) prescriptions in FY 2022, they accounted for roughly half of total drug costs.

DFAS “WHAT TO DO WHEN A MILITARY RETIREE DIES” CHECKLIST: DFAS has created a PDF checklist for actions required to complete with them following the death of a military retiree. The checklist includes all the pertinent information about the required forms and supporting documents, along with important reminders. The checklist also provides helpful tips on how to submit the documents to DFAS. You can find the “What to Do When a Military Retiree Dies” Checklist on their new Quick Tools page. The checklist can be found toward the top of the page: <https://www.dfas.mil/raquicktools> They have also added more information to their webpage on DFAS.mil for reporting the death of a retiree and the next steps your family will need to take.

Report a Retiree’s Death - <https://www.dfas.mil/retdeath>

BUCKLEY SFB PHARMACY NEEDS VOLUNTEERS: The Buckley pharmacy wants you to volunteer! They are looking for volunteers to assist in the pharmacy, connect with the pharmacy team and other beneficiaries as a pharmacy volunteer. Current opportunities include helping to dispense at the window, preparing prescriptions for the pickup system, prepacking medications, along with other opportunities. Requirements for volunteering include: 1) over 18 years old, 2) current vaccination statuses, 3) availability to come in at least twice monthly (due to training requirements), 4) a positive attitude and willingness to work with an infectious team! Please reach out to the pharmacy by phone (720.847.9355 (option 4, option 4)) or in person. We have posted a volunteer application form on the RAO website.

TRICARE FOR LIFE HANDBOOK: If you have Tricare for Life (TFL), you can find the Tricare for Life Handbook at this link - [TRICARE For Life Handbook](#) **The handbook is from Jan 2021 but still has lots of very useful information.**

HQ AIR RESERVE PERSONNEL CENTER RESERVE RETIREMENT COUNSELING CELL (RRCC): We hear from a lot of Gray Area retirees from all Services, typically as they are approaching 60, start working on their retirement packages, and have questions or run into problems. On 1 Jun 23 ARPC activated a Reserve Retirement Counseling Center (RRCC) to help AF Reservists or Guard members working on their retirement package. If you click the link below it will tell you a little about this group.

[ARPC activates new retirement services initiative > Air Reserve Personnel Center > Article Display \(af.mil\)](#)

RRCC Contact Info: 800-682-1929, E-mail: arpc.dpt.rrcc@us.af.mil

BUCKLEY SFB COMMUNITY CENTER EVENTS: The Buckley Community Center has upcoming trivia nights, and more. You can see info on their activities on the Community Center Facebook page at: [Buckley Community Centers | Facebook](#)

HOW TO CREATE A MYPAY ACCOUNT WITH DEFENSE FINANCE & ACCOUNTING SERVICE (DFAS): If you don’t have a MyPay account with DFAS I recommend you create one. With your own account you can download your Form1099 for taxes, print a copy of your Retiree Account Statement (RAS), set up beneficiaries for Arrears of Pay, update your mailing and e-mail address, adjust federal and state withholding for taxes, etc. You start by requesting an initial password on the myPay homepage ([myPay Web Site \(dfas.mil\)](#)) using the “Forgot or Need a Password” link. The password will be mailed to the address you have on file with

DFAS and you will receive it in about 10 business days. Once you receive your password in the mail, you return to the myPay homepage and log in with your social security number and the password you received in the mail to create your myPay profile. DFAS has a downloadable step-by-step Get Started Guide to myPay on their website and a how-to video on the DFAS YouTube channel. For additional info on obtaining a MyAccount you can visit: <https://www.dfas.mil/retiredmilitary/manage/mypay/>

HOW TO REACTIVATE MYPAY ACCOUNTS: Some of you may only use myPay once a year to get your 1099-R during tax season and when you do try to access your account, you discover your password is expired, lost, or forgotten. If your myPay account is in an inactive status because your password has expired, you can follow the steps below to reactivate your account.

1. Go to <https://mypay.dfas.mil> in your web browser on a computer or connected device.
2. Click on the "Forgot or Need a Password?" link
3. Enter two of the following: your Login ID, Social Security Number and/or registered email address (previously registered in myPay). Check the box affirming you are the account owner and click "Continue."
4. If you previously set up the security questions, you'll be presented three security questions to answer. When finished answering the questions, click "Check my Answers."
5. If you answer the security questions correctly, you will be able to reset your password online.

If you haven't set up security questions, or answer them incorrectly, you'll get the option to have a temporary password sent to you. You can choose to send the temporary password to: A) Your mobile phone via text if your mobile phone number is registered in myPay; OR, B) The mailing address you have on file with DFAS in your pay account. When you receive the temporary password, go back to myPay and log in to reactivate your account. If you need assistance accessing your myPay account, please contact the myPay Customer Care Center toll-free at 1-888-332-7411, select option 5 or at 1-317-212-0550.

DFAS MYPAY ACCOUNTS FOR ANNUITANTS: If you weren't aware, widows/widowers who are receiving Survivor Benefit Plan (SBP) payments from DFAS can have a myPay account, which is the quickest and most convenient way to manage your annuity pay. This online account allows you to view your SBP annuity account detail, including your Annuitant Account Statement, change Direct Deposit information, change your mailing address, and print and view IRS forms, such as the 1099-R. **Only annuitants who are current receiving an SBP annuity payment or SSIA pay can use myPay.** If you've never used myPay, it's easy to get started. Go to <https://mypay.dfas.mil> using the internet from your computer or your mobile device browser and click "Forgot or Need a Password" to have a temporary password mailed to you. The password will be mailed via regular mail to the address you have on file with DFAS and you will receive it in about 10 business days. Once you have received a password, return to the myPay home page and click "Create your myPay Profile" to get started. Enter your SSN and temporary password. You can get a downloadable myPay guide at: [Slide 1 \(dfas.mil\)](#)

MYPAY SUPPORT AT DEFENSE FINANCE & ACCOUNTING SERVICE (DFAS): For problems using myPay, or establishing/changing your myPay password, contact the DFAS Centralized Customer Support Unit toll-free at 1-888-332-7411 or commercial at (216) 552-5096. This support line is available Monday through Friday, 0800 to 1700, Eastern Time. The Centralized Customer Support Unit can also provide assistance on how to use the options available to you in myPay. The support unit will also provide support for establishing and changing your password.

HOW TO UPDATE YOUR DEERS INFORMATION: When your life changes, make sure you update the Defense Enrollment Eligibility Reporting System (DEERS). Wrong information in DEERS can prevent you from using your TRICARE benefits properly. There are four ways to update your contact information in DEERS:

- Online via [milConnect](#)
- By phone: 800-538-9552 (TTY/TDD: 866-363-2883)
- By fax: 831-655-8317

- By mail:

DMDC Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771

You also need to update your information with:

- Your regional contractor
- The pharmacy contractor
- Your dental contractor (if you have dental coverage)
- Your doctors

SURVIVOR BENEFIT PLAN (SBP) AND DFAS NOTIFICATIONS: You need to ensure you inform DFAS about life-changing events promptly to ensure the correct premiums are billed and your dependents don't face delays or difficulties in receiving their SBP annuity payments. Below are two examples of common life events and deadlines for changing your SBP coverage:

At retirement, you're single with no children. After retirement, you marry or have a child. You need to notify DFAS within ONE YEAR by sending them a DD Form 2656-6 and a copy of the marriage or birth certificate if you want SBP coverage for them.

You divorce and elect former spouse coverage. Your former spouse passes away and you later re-marry. You need to notify DFAS within ONE YEAR of your re-marriage by sending them a DD Form 2656-6 and a copy of your new marriage certificate if you want SBP coverage for your new spouse. You can find out more about changing SBP coverage at: <https://www.dfas.mil/changesbp>

MY AIR FORCE BENEFITS WEBSITE: While the site is mainly focused on active-duty folks, there is a **lot** of information on there of interest to retirees/surviving spouses as well. The site has about 180 fact sheets on various benefits and a section for "Transition and Retirement Planning." If you look under the "Benefit Library" tab (top left of the page), and click on the "Resource Locator" link, you can then click on CO (or any other state) to see a wealth of information on resources in your state (with base specific resources as well). I strongly encourage you to check out this website. [Home | An Official Air Force Benefits Website \(af.mil\)](#)

EMPLOYMENT SERVICES FOR VETERANS: Arapahoe/Douglas Works! (A/D Works!) Workforce Center is a member of the Colorado Department of Labor and Employment and provides a variety of no-cost services to veteran job seekers; resources and workshops for a self-directed job search, one-on-one employment counseling, customizing resumes, referrals to other state and federal agencies and training assistance. For more information you can visit their website at <http://www.adworks.org/> Just FYI, there is an A/D Works! Veterans Employment Specialist that works several days a week in Bldg 606 on base (when non-mission essential personnel are allowed back in their offices on Buckley AFB). For more info you can also contact the AD Works! Call Center at (303) 636-1160 and ask to be contacted to a Veterans Employment Team Member.

HAVE YOU EXPERIENCED UNSATISFACTORY SERVICE FROM THE RAO? We are staffed completely with volunteers who do their very best to help with your issues. While we always strive to provide you with the best possible support, we realize there may be times you experience what you consider to be unsatisfactory customer service when you contact the RAO. Perhaps you never received a response to a voice mail/e-mail you left, you got inaccurate information regarding a question you had or the person who helped you was unable to provide an adequate answer to your question. **If you are ever dissatisfied with the support you get from the RAO please contact the RAO Director to discuss the situation.** The best way to reach me is via the RAO e-mail - raobuckley@gmail.com.

DENVER VA REGIONAL BENEFITS OFFICE HOURS & LOCATIONS: *Do you have a question about your VA Benefits? Compensation Claim, Pension Claim, Aid and Attendance, Appeals, survivor and burial benefits, Home Loans, Employment, or Education*

The VBA Office in the Rocky Mountain Regional VA Medical Center is holding office hours:

Office Hours: Monday - Friday, 8:30 a.m. to 4 p.m. (last appt. at 3:30 p.m.)

Phone: (800) 827-1000

Location:

Rocky Mountain Regional VA Medical Center

Veterans Benefits Administration (VBA)

1700 North Wheeling Street

Aurora, CO 80045

Sign up to meet with a counselor in the Pharmacy waiting room.

We also have a Veterans Affairs Office on Buckley SFB in Bldg 606 with Benefits Advisors (Mr Tyrone Groce & Ms Deloris Evans) who can normally be reached at 720-847-4838 from Mon-Fri 0800 - 1600.

LIFE CHANGING EVENT? KEEP DFAS INFORMED: Ensuring your retired pay comes to you accurately and on time is the primary goal at DFAS. To do this, they need your help to keep your account up to date.

Keeping your account up to date includes making sure your mailing address, banking information, allotments, tax withholding status, and your beneficiary choices are current. Be sure to report any change of life events as soon as they happen. These life-changing events include:

- Marriage
- Divorce
- Death of a spouse or child
- Birth or adoption of a child

Some changes, especially those regarding SBP, have a one-year time limit, so it is very important that DFAS is notified of life-changing events when they happen. When you notify them, be sure to include supporting documents, such as birth or marriage certificates. Keeping your contact information updated is also key to staying informed. DFAS occasionally sends out correspondence regarding changes in the law that affect your pay, and a new Retired Account Statement (RAS) is sent when your net pay changes (unless you are on **myPay** where the new RAS is available online). **If your mailing address is not correct and you are not on myPay, they have no way of notifying you about changes. The easiest way to stay up to date is to use myPay. You can use myPay to change your mailing address, your direct deposit information, Survivor Benefit Plan (SBP) coverage, certain allotments and your tax withholding status. You can create a myPay account at <https://mypay.dfas.mil/>**

Reporting the Death of a Retiree

Do your loved ones know who to contact in the event of your death? Casualty Assistance Representatives (CARs) stand ready to lend a hand with your casualty assistance needs. Call them for an appointment to talk about what you should have ready for your loved ones in the event of your passing. **If you are not sure who your AF Casualty Assistance Representative (CAR) is, you can call 877-353-6807, enter your zip code, and you will be automatically transferred to the base CAR responsible for your area.**

Buckley SFB Casualty Assistance Office (Loretta Lopez) - CAR/SBP Rep 720-847-6946

Retired Air Force.....	1-877-353-6807
Retired Army.....	1-800-626-3317
Retired Coast Guard.....	1-800-772-8724
Retired Marines.....	1-800-847-1597
Retired Navy.....	1-800-368-3202
Retired Civil Service.....	1-888-767-6738
Receiving VA Compensation.....	1-800-827-1000

Social Security Administration.....1-800-772-1213

This newsletter is a RAO publication for retirees, annuitants and surviving spouses. Content is not to be construed as the official view of, or endorsement by, the RAO, the U.S. Government, the Department of Defense or the Air Force.