

**Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - April 2025**

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 1100-1500, Tues 0900-1400, Wed 1200-1500, Thurs 0900-1400 & 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. 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](mailto:460fss.fsmps.customerservice@us.af.mil) Bldg 606 ID card hours are Mon/Tues/Thurs/Fri: 0800-1500 hrs (space available 0800-1400) and Wed 0800-1200 hrs (space available 0800-1100). The MPF is CLOSED Federal holidays & Family days.

**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 140<sup>th</sup> ANG and NOSC sites - both on Buckley SFB - than at the MPF in Bldg 606.

**OBSERVANCES IN APRIL:** 5 - Gold Star Spouses Day; 9 - National Former POW Recognition Day; 14 - Air Force Reserve birthday; and 23 - Army Reserve birthday.

**FAMILY DAYS AND HOLIDAYS IN APRIL:** None.

**QUARTERLY MEDICAL GROUPTOWN HALL:** The next Town Hall is scheduled to take place **Wed, 16 Apr**, from 1600-1700, at the Buckley SFB Chapel (Bldg 316 - across from the A-Basin CDC). The Town Hall dial in is always the same number and 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.

**SENIOR RESOURCE/WELLNESS FAIRS:** On Thursday, **17 Apr**, from **1400-1700**, there is a free Healthy Aging Expo in Englewood at the Malley Recreation Center (3380 S Lincoln St). You can get information from 70+ agencies on topics including nutrition, wellness, active aging, local community services, aging in place,

caregiving, safety and much more. There will be health screenings, light refreshments and door prizes as well. If you have any questions you can contact Nancy Baum at [nbaum@englewoodco.gov](mailto:nbaum@englewoodco.gov) More info on the website: [Healthy Aging Expo | City of Englewood, Colorado](#) On Friday, **9 May**, there is an “Active Adult Resource Fair” scheduled in Lakewood (Charles Whitlock Rec Ctr, 1555 Dover St. 80215) from 0830-1200. Vendors will be attending to share resources for ages 55+. This event is open to older adults, caregivers and family members and will feature fitness class demos, blood pressure checks and giveaways. For questions, contact the Lakewood Recreation and Clements Community Center at [303-987-4800](tel:303-987-4800) [Active Adult Resource Fair - City of Lakewood](#) There is also a Senior Life Expo on 4 Jun – no more details on this one at this time.

**BOOTS TO BUSINESS (B2B) REBOOT PROGRAM:** The first ever Boots to Business Reboot program in Aurora will be on **18 Apr, from 0800 - 1700**. This event is brought to you by the Veterans Business Outreach Center at Mt. Carmel, in conjunction with the Arapahoe County Veterans Office, and will be held at CentrePointe Plaza - Littleton, 14980 E. Alameda Dr., Aurora, CO 80012. **(The address you will see on the registration page is different, but I’m told the correct address is here - call Chuck Hundley with questions)** This free, one-day entrepreneurship training program, offered by the U.S. Small Business Administration (SBA), is designed to help veterans and military spouses explore business ownership, develop business plans, and connect with valuable SBA resources. You can register at: [sba.my.site.com](https://sba.my.site.com). For any questions you can contact Chuck Hundley at 719-310-7262 or [chundley@mtcarmelcenter.org](mailto:chundley@mtcarmelcenter.org)

**UPCOMING HONOR FLIGHTS:** On Sun, **27 Apr** the [High Plains Honor Flight](#) is conducting its next all-expenses paid trip to visit the memorials in Washington, D.C. Forms are available online for eligible veterans to apply, as well as for accompanying Guardians and volunteers. <https://highplainshonorflight.org/apply> Rocky Mountain Honor Flights has flights planned for **10-12 Apr** (planned) and 8-10 May (in pre-planning). You can find more information on these flights at <https://rockymountainhonorflight.org>

**SOCIAL SECURITY & MEDICARE WORKSHOPS:** Sometimes folks ask us where they can go to get more information on social security and Medicare. Below are just a few workshops I found that are doing some in Apr, May and other months. The first is a workshop in **Loveland, CO at the Chilson Rec Center on Apr 16 & 17**. More info at: [Social Security Workshop in Loveland, CO Tickets, Multiple Dates | Eventbrite](#) **Defined Wealth in Colorado Springs** also offers free 90 minute workshops. They have some coming up on **Apr 22/24 and May 13/15**. More info at: [Workshops by Defined Wealth || Social Security Workshops](#) I also found the Colorado Retirement Association offers 90 minute social security and Medicare webinars during 2025. Here is link to get more information: <https://www.cra-online.org/webinar-schedule/> Here are a couple more places that have offered workshops on Medicare and Social Security in the past. I didn’t see any they have planned in the near future when I looked, but here are links to their sites for future reference: <https://www.yourcoloradoretirement.com/events> and <https://bowmanfinancialstrategies.com/events>

**VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB:** On **17 Apr, 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 15 May. For more info, you can contact Ms. Stephanie Rozmarich at [460MSS.DPF@us.af.mil](mailto:460MSS.DPF@us.af.mil) or call 720-847-6681.

**6<sup>TH</sup> ANNUAL REGIONAL VET CONNECT EVENT:** This free event, presented by Qualified Listeners, takes place on **Saturday, 10 May, from 1000 - 1300** at the Embassy Suites in Loveland (4705 Clydesdale Pkwy). Enter through the John Q. Hammons Conference Center entrance. No registration, no speakers, nothing to sign up for, nothing to purchase. Come and go as you wish and stay as long as you want. [Click here Vet Connect Colorado | Qualified Listeners](#) for a location map and more information.

**REAL ID COMPLIANCE ACT & NEXTGEN ID CARD:** As of 15 May 2025, all U.S. residents will need a Real ID-compliant driver's license or identification card to access certain federal facilities and board domestic commercial flights. **Visitors to Buckley SFB will need a Real ID Act compliant ID to access the base.** A Real ID-compliant CO driver's license will have a star in the upper right-hand corner of the card - a NextGen ID will not. If you currently have the DD Form 2, DD Form 1173, DD Form 1173-1 or DD Form 2765 (blue, pink or tan ID), while you can still get on base with that, we encourage you to get a new NextGen ID card **now**.

**BUCKLEY SFB SNOWLINE:** With winter here, base operations are sometimes impacted by snow/weather. Sometimes there is delayed reporting for non-mission essential personnel, or the base is only open to mission-essential personnel. The 6<sup>th</sup> Ave gate hours may be impacted, as well as the commissary, Exchange, ID card section, pharmacy, etc. For delayed reporting of non-mission essential personnel, most facilities on base will also have a delayed opening: **the 6<sup>th</sup> Ave Gate may not open until the delayed reporting time so see what the Snowline says**; the Exchange and ID card section normally open 1 hour after NET reporting time; **the pharmacy tries to open by 30 min after the NET reporting time**; the Commissary tries to open by the NET reporting time. **If the base is only open to mission-essential personnel, the Exchange, Commissary, Pharmacy and ID card section will ALL be closed.** The bottom line is this, if the weather forecast is calling for snow you should check the Buckley SFB Facebook page ([Buckley Space Force Base | Facebook](#)) and/or call the Snowline (720-847-7669) for the latest base information before you head to base.

**RENEWING ID CARDS ONLINE:** This option is **only** for people who already have a USID and need to renew it. Those applying for an ID card for the first time will still need to go to an on-base office of the Real-Time Automated Personnel Identification System, or RAPIDS.

Sponsors and cardholders may request renewals of their ID card at the ID Card Office Online website: <https://idco.dmdc.osd.mil/idco/> At the site, the sponsor must verify the dependent's identifying information and digitally sign a new Form DD 1172-2 to receive the renewed ID by mail.

Eligibility requirements:

- The USID card being renewed is active (not expired).
- The card recipient has a photo in the [Defense Enrollment Eligibility Reporting System](#) (DEERS) taken in the last 12 years.
- The card recipient has an email address saved in DEERS for communication.
- The card recipient has a physical address (not a post office box) saved in DEERS in the continental U.S., Alaska or Hawaii.

The Defense Manpower Data Center (DMDC) will create and mail the new card, emailing both the sponsor and cardholder when it has done so. An email will also be sent if the online renewal wasn't successful.

Once the card arrives, the sponsor must log back into the ID Card Office Online website to acknowledge receiving it. Since military ID cards are considered government property, users are asked to return their old, replaced ID cards either by dropping them off at a local ID card office or by mailing them to:

DMDC- DSC Attn: USID Card Returns 2102 E. 21st Street N. Wichita, KS 67214

**TRICARE PHARMACY NETWORK ADDS KROGER PHARMACIES:** On 5 Feb, the Kroger Family of Pharmacies rejoined the TRICARE Pharmacy Program network. TRICARE beneficiaries now have access to over 2,200 additional network pharmacies across 35 states in rural, suburban, and urban locations. Kroger Pharmacy is a retail network pharmacy, which means that you'll pay network pharmacy copayments if you fill your prescriptions there. As described in the *TRICARE Costs and Fees Fact Sheet*, the retail network pharmacy copayments\* are:

- Generic formulary drugs: \$16
- Brand-name formulary drugs: \$43
- Non-formulary drugs: \$76

\*These copayments are for up to a 30-day supply of your prescription. (**Note:** Some non-formulary drugs and maintenance medications may not be available at retail network pharmacies.)

Other Kroger Pharmacy brand names include: Baker's Pharmacy, City Market, Dillons, Fred Meyer, Fry's, Harris Teeter, King Soopers, Mariano's, Pick'n Save, QFC, Ralphs, AND Smith's.

You can use the Find a Pharmacy tool to search for retail network pharmacies near you. [Find a TRICARE Network Pharmacy | Express Scripts](#)

**COLORADO REMEMBERS EVENT FOR WWII VETS:** This year marks the 80<sup>th</sup> anniversary of the end of WWII and Aurora is seeking out any WWII Veterans that may be in the area to receive special recognition at this year's Colorado Remembers event. If you happen to know of anyone, you can pass their info to Jessica Brock [jbrock@auroragov.org](mailto:jbrock@auroragov.org) The Colorado Remembers event will be on **Sat, 25 May**, from 0800 to 1300 at the Colorado Freedom Memorial (756 Telluride St. in Aurora). We will pass on more details as we get them.

**WOMEN VETERANS EVENT:** On **Sat, 14 Jun**, at CCCD, 3690 Cherry Creek South Drive, Denver, from 0800-1500, there will be a women veterans day event, with lunch included. For additional information contact Donna Thompson, 303-378-5473 or [madprez1027@yahoo.com](mailto:madprez1027@yahoo.com)

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

#### **April:**

Spring to the Skies Showcase

- o Date: 4/5
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/spring-to-the-skies-showcase/>

Breakfast Fly-In

- o Date: 4/12
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/breakfast-fly-in-april/>

Cockpit Demo Day

- o Date: 4/12
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/cockpit-demo-day-april/>

Aviation Career Symposium

- o Date: 4/26
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)

- o <https://wingsmuseum.org/events/aviation-career-symposium/>

#### Sensory Friendly Hours

- o Date: 4/27
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/sensory-friendly-hours-april/>

#### **PHARMACY OPERATIONS:**

The pharmacy upgraded their Audiocare refill line on 4 Nov 24 and the new refill number is 720-615-2857. 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. You can call 720-847-7450 if you need to speak to someone in the pharmacy.

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 \(tricare.mil\)](#) 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](mailto: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 2<sup>nd</sup> duty day

#### **Refills**

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:**

4 Apr Closed 1345-1515 for a Wing Function.

25 Apr Closed at 1500 for a Medical Group Function.



Reminder: the pharmacy is closed every Wednesday from 0730 to 0930 for Training

**NEW VA BENEFITS GUIDE AVAILABLE:** The “2025 VA Federal Benefits Guide for Veterans, Dependents, Survivors, and Caregivers,” is now available and can be found at: <https://department.va.gov/wp-content/uploads/2024/12/2025-Federal-Benefits-for-VeteransDependents-and-Survivors.pdf> The handbook contains a comprehensive listing of VA programs, including phone numbers and websites for easy reference. The information in this guide is validated by VA as of 10 Oct 2024.

**DFAS SMARTDOC E-MAIL TO GRAY AREA RETIREES (GARs) TURNING 59:** I just learned this week that in late 2023 DFAS implemented a project to e-mail AF GARs with information they need to file for their retirement. The e-mail is sent in the month they turn age 59. The main goal is to make sure GARs know they need to apply through their branch of service and to acquaint them with their Services GAR webpage on DFAS at: <https://www.dfas.mil/RetiredMilitary/plan/Gray-AreaRetirees/> . On this page is an outline of your process for applying for retired pay, and important timelines. \*Since GARs are not in receipt of retired pay, there is a special “shell” myPay account called “Future Retiree” that must be activated by GARs with an updated email address to receive these messages.

How GARs from Army/Navy/AF Receive these SmartDoc e-mails:

- A valid email address in myPay is required to receive emailed SmartDocs.
- Age 59 SmartDocs are sent to GARs who have a special “Future Retiree” myPay account.

While this started for AF GARs in Fall 2023, it started for Army GARs in Feb 2025. I’m not sure when it started for the Navy.

**DFAS MYPAY ACCOUNT LOCKOUTS - PASSWORD CHANGE REQUESTS:** Once in a while we get calls from retirees who are locked out of their DFAS myPay account and need a new password to regain access. There are several ways to do this, but most require you to answer several security questions, and many people have problems with that, resulting in frustration. DFAS Trusted Agents are now capable of updating personal email and mobile numbers in addition to in-person password resets. For many this may be the easiest solution to the problem. On Buckley SFB there are two numbers you can call to contact a Trusted Agent - 720-847-9689 or 6416. We have a paper with more information on how to locate Trusted Agents outside of Buckley SFB (such as the Air Force Academy and Ft Carson) if needed.

**INCOME TAX FILING ASSISTANCE:** It’s that time of year again so I thought some of you might be interested in tax preparation options available in our area if you don’t do your own using Turbo Tax or whatever. While many places will do your taxes for a fee, there are at least two free alternatives.

The Volunteer Income Tax Assistance (VITA) program offers *free* tax help to people who generally make \$55,000 or less, persons with disabilities and limited English-speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals. The only ones I have found online are in Colorado Springs or Limon. While some RAOs have volunteers who take the VITA training and assist with taxes, we simply do not have the staff to provide that service at this time.

In addition to VITA, the Tax Counseling for the Elderly (TCE) program offers free tax help for all taxpayers, particularly those who are 60 years of age and older, specializing in questions about pensions and retirement-related issues unique to seniors. The IRS-certified volunteers who provide tax counseling are often retired individuals associated with non-profit organizations that receive grants from the IRS. The web site at <https://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers> provides you with two links

where you can search (by zip code) for places near you that offer **free** tax return preparation by volunteers. One link is for the “VITA/TCE Locator Tool” and one is for the “AARP Tax-Aide Site Locator Tool.”

The last time I checked, AARP will do taxes for *anyone* at no charge - you don't need to be an AARP member. At the AARP link it indicates their site locator tool is expected to be up and running by mid-January. Last year when they were up and running there were ~20 different AARP tax-aid locations listed within 25 miles of my zip code - at libraries, retirement homes, senior centers, rec centers, etc. Some of them allow you to make appointments on-line and others you have to call. If you have additional questions for them, you can call the AARP tax-aid site located nearest you or visit [AARP Foundation Tax-Aide Locator](#). You should be able to find sites by Feb, and most usually require an appointment. Call the site you are interested in for details.

As you know, if you do your own taxes, you have numerous options when it comes to filing - essentially snail mail or electronically. When filing electronically, some tax software you buy (like Turbo Tax) will charge you to file your taxes and to have any refund deposited into your account. You may not know the IRS offers some free tax filing options (with various caveats). For more info on the IRS free options see the following link: <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>

**FREE MILTAX SERVICES AVAILABLE TO RECENT RETIREES:** If you separated from service within the last 12 months, you are eligible to file your taxes for free with MilTax e-filing software and support. Veterans are eligible for free support from Military OneSource, including MilTax, until 365 days past end of tour of service, retirement date or discharge date. This includes service members on the Temporary Disability Retirement List, as well as their immediate family including spouses, children and anyone who has legal responsibility for a service member's children, for the benefit of the children. You can visit Military OneSource to learn more about eligibility. [Military Tax Services | Military OneSource](#)  
MilTax from Military OneSource is:

- No cost to eligible users and includes access to tax consultants
- Designed to account for the complexities of military life
- Offers secure industry-leading software, provided by the Defense Department

Contact Military OneSource at 800-342-9647 for more information.

**DFAS 1099-R TAX FORMS FOR 2024 ARE AVAILABLE ONLINE:** The fastest and most secure way to obtain a copy of your 1099-R is through myPay. Retirees and annuitants can log in to myPay anytime and print a copy of their 1099-R. Instructions are at: <https://myPay.dfas.mil> For retirees without a myPay account, if your mailing address on file with DFAS is current, you can get a copy of your 1099-R through the DFAS telephone self-service option. Use the following instructions to get your 1099-R through Telephone Self-Service:

- Call 1-800-321-1080 or 317-212-0551
- Select option “1” for Self-Service
- Select option “1” 1099-R
- Select option "1" to request copies of your tax documents
- Enter Social Security Number when prompted

Your 1099-R should be in the mail within 7-10 business days to the address DFAS has on record.

**DFAS QUICK TOOLS FOR RETIREES, SPB ANNUITANTS AND SURVIVORS:** There is a DFAS website with lots of helpful information for retirees, SBP annuitants, and survivors. It has links and online tools that allow you to report deaths, change your address, a customer guide, request your 1099-R, access checklists related to retiree/annuitant deaths, etc. You can find all this at the following website: <https://www.dfas.mil/RetiredMilitary/Quick-Tools-for-Retirees-SBP-Annuitants-Survivors/>

**DFAS CUSTOMER GUIDE TO ONLINE TOOLS:** You can access this customer guide directly at the following link:

[https://www.dfas.mil/Portals/98/Documents/RetiredMilitary/askDFAS%20Online%20Tool%20Guide%20Retirees%20and%20SBP%20Annuitants%20May2024.pdf?ver=5JPcRQ\\_O5c7cW9DZ4R6EAQ%3d%3d](https://www.dfas.mil/Portals/98/Documents/RetiredMilitary/askDFAS%20Online%20Tool%20Guide%20Retirees%20and%20SBP%20Annuitants%20May2024.pdf?ver=5JPcRQ_O5c7cW9DZ4R6EAQ%3d%3d)

**LEGAL OFFICE OPEN 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 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.** You may not be able to reach someone at 720-847-6444 in legal to schedule an appointment. The voice message may direct you to send an e-mail to [460sw.ja.wf@us.af.mil](mailto:460sw.ja.wf@us.af.mil) to schedule an appointment and include the following:

Name

DoD ID Number

Rank

Military Status

Phone #

Ticket Number (you get after filling out forms online)

**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 8<sup>th</sup> 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>.

**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](mailto: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 Form 1099 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.

**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

**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.**