

Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - August 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 0900-1500, Tues 0800-1500, Wed 1000-1400, Thurs 0900-1400 & Fri 0900-1400

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 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 140th ANG and NOSC sites - both on Buckley SFB - than at the MPF in Bldg 606.

OBSERVANCES IN AUGUST: 4 - Coast Guard B-Day; 7 - Purple Heart Day; 10 - Agent Orange Awareness Day; 14 - Navajo Code Talkers Day; 16 - National Airborne Day; and 29 - Marine Corps Reserve B-Day.

FAMILY DAYS AND HOLIDAYS IN AUGUST: Monday, 1 Sep, is Labor Day, so we expect Friday, 29 Aug, to be 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.

SENIOR RESOURCE/WELLNESS FAIRS: The Colorado Gerontological Society will hold their 36th Annual Salute to Seniors on **Saturday, 23 Aug**, from 0930-1500. You can check out the following link for additional details as the event gets closer: [36th Annual Salute to Seniors - Colorado Gerontological Society](#)

USMC MEMORIAL'S 48th ANNIVERSARY: On **Saturday, 23 Aug**, at 1830, folks can gather at the United States Marine Corps Memorial (16899 W. Colfax Ave., Golden, CO) to mark the 48th Anniversary of this living monument and salute the Marine Corps' upcoming 250th Birthday. This year's celebration features a

high-energy concert by veteran rock artist Dave Bray USA™, renowned for his “Music on a Mission” tribute to America’s heroes. The guest speaker is Lt. Col. (Ret.) Joe Lewis, founder of Angels of America’s Fallen, whose inspiring mission supports children of fallen service members and first responders. More information at the following link: [The 48th Anniversary of the United States Marine Corps Memorial - United States Marine Corps Memorial Foundation](#)

SOCIAL SECURITY, MEDICARE AND RETIREMENT INCOME WORKSHOPS: Colorado Retirement Specialists LLC will be hosting the following workshops in Aug: **16 Aug**, 1100-1200, Smoky Hill Library; **23 Aug**, 1100-1200, Mission Viejo Library; and **30 Aug**, 1100-1200, Tallyn’s Reach Library. For more information, and to register, see the following link: <https://www.yourcoloradoreirement.com/events>

QUARTERLY MEDICAL GROUP TOWN HALL: The Medical Group Town Hall was held on Thurs, 17 July, from 1600-1700, at the Buckley SFB Chapel with a fairly small turnout. 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, usually on the third Wednesday of the month. **We expect the next one on 15 Oct.**

LONG TERM HEALTH CARE INSURANCE: National statistics show that 70% of Americans will need some level of long-term care (LTC), which can be a range of services and support to meet your personal care needs. Most long-term care might be considered non-medical or custodial care. The insurance industry definition of long-term care is when you cannot perform two of the six activities of daily living: toileting, transferring, eating, dressing, bathing, and continence. Levels of care might include an Alzheimer’s disease/dementia care unit, nursing home care, assisted living, in-home care, and adult day care. While the cost of long-term care varies depending on where you live, it can be over \$100k/yr. Costs are determined by your age, health issues you may have and the type of coverage you select. A long-term care insurance policy also gives you choices as to what facility you use or if you choose to stay in your home and have home health care. You might want to consult with an elder law attorney and/or a trusted financial advisor when doing your research on LTC.

VETERANS LEGACY MEMORIAL FOR LIVING VETERANS: The VA's Veterans Legacy Memorial (VLM), the largest online memorial site dedicated to America's Veterans, now offers the opportunity for you, the Veteran, to privately provide your own images, autobiographies, military and life timelines, and historical documents. After you have passed away, if you are interred in a national or State/Tribal/Territory Veterans cemetery or receive a VA headstone or other memorial benefit, the content you've submitted will appear on your publicly visible VLM Memorial Page as content authored by you. Currently this feature is open to those Veterans who have been approved for pre-need eligibility for burial in a VA national cemetery. Pre-need is a process where you can apply to find out in advance if you can be buried in a VA national cemetery, and it can help make the burial planning process easier for your family members in their time of need. For more information see the website: [Living Veteran Home Page - Veterans Legacy Memorial](#) You can also use the following link to search for veterans buried in a veteran’s cemetery: [Veterans Legacy Memorial | U.S. Department of Veterans Affairs](#)

HOW TO REQUEST A BURIAL AT SEA: Burial at Sea is a means of final disposition of remains performed aboard United States Navy vessels. The committal ceremony takes place while the ship is deployed, so family members are not permitted to attend. However, once the ceremony is complete, the ship’s commanding officer notifies the family with the date, time, and coordinates (longitude and latitude) of the committal. The process typically takes 12 to 18 months from the time the remains or cremains are received at the embarkation port.

Who Is Eligible? The following individuals are eligible for Burial at Sea services:

- Active-duty members of the uniformed services
- Retirees and honorably discharged veterans
- U.S. civilian marine personnel of the Military Sealift Command
- Dependent family members of active duty, retired, or veteran service members

Here is how you can request a burial at sea. After the individual has passed, the Person Authorized to Direct Disposition (PADD) should contact the MyNavy Career Center at 1-833-330-6622 to request an information packet and get started.

The following documents must be included with the request:

1. Photocopy of the death certificate
2. Burial transit permit or cremation certificate
3. DD Form 214, discharge certificate, or retirement order

These items, along with the Burial at Sea Request Form, comprise the complete Burial at Sea Request Package.

<https://www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services/Burial-at-Sea/>

Toll Free - 1-833-330-6622

BUGLES ACROSS AMERICA: Did you know you can request Taps at a military funeral be provided be a live person, and not a recording? Bugles Across America (BAA), a national nonprofit, ensures that military funerals and ceremonies are marked with the solemn honor of live Taps, performed by dedicated volunteer buglers at no cost to families or funeral homes. This service offers the following:

- Live Taps performed by trained volunteers for veterans, active-duty personnel, and their families
- Services take place at cemeteries, memorial sites, and military events across the country
- BAA serves all military branches and ensures no veteran is laid to rest without proper honors

Families or funeral directors can complete the “Request A Bugler” form at www.buglesacrossamerica.org to request Taps for a service or event. Provide the date, time, location, and service branch, and BAA will match you with a nearby volunteer.

Any family, funeral home, or organization holding a memorial or funeral service for a U.S. military veteran or service member is eligible to request support. There are no cost or eligibility restrictions. For more information, or to make a request, see the website: www.buglesacrossamerica.org

LIVE BAGPIPE TRIBUTES FOR VETERANS: Military Honors by the Pipes, Inc. is a nonprofit organization that provides live bagpipe music to enhance military funeral honors **across the Pacific Northwest and occasionally at national venues like Arlington National Cemetery**. These stirring performances add a dignified, traditional element to memorial services at no cost to the family. Veterans honorably discharged from any Service (Active-Duty, Reserve or National Guard) are eligible. You can request a piper through funeral directors or Veteran Service Officers (VSOs) or online directly from Military Honors by Pipes (www.militaryhonorsbythepipes.org) Use the “Request a Piper” form and include:

- Veteran’s name
- Branch of service

- Date, time, and location of service
- Requester's contact information

While this is apparently only for the northwest, there are local bagpipers that will support funerals, for a fee. If anyone has questions about local bagpipers, we have a couple names that organizations in our area have used.

UPCOMING HONOR FLIGHTS: The next Rocky Mountain Honor Flights are scheduled for; **4-6 Sep (pre-planning) and 2-4 Oct (pre-planning)**. You can find more information on these flights, and apply for a flight, at <https://rockymountainhonorflight.org> Honor Flight of Southern CO is planning to have **flight #21 on 2-4 Oct**. You can check for information at [Honor Flight of Southern Colorado](#)

VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB: On **21 Aug**, from 1300-1600, in Building 606, Room 140 (the Military & Family Readiness Center), on Buckley SFB, there will be 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 you can expect another one on 18 Sep. For more info, you can contact Ms. Stephanie Rozmarich at 460MSS.DPF@us.af.mil or call 720-847-6681.

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

August:

- Breakfast Fly-In
 - o Date: 8/9
 - o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - o <https://wingsmuseum.org/events/breakfast-fly-in-aug/>
- Cockpit Demo Day
 - o Date: 8/9
 - o Wings Over the Rockies Air & Space Museum
 - o <https://wingsmuseum.org/events/cockpit-demo-day-aug/>
- Aviation Through the Lens: A Beginner Photography Class
 - o Date: 8/10
 - o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - o <https://wingsmuseum.org/events/aviation-through-the-lens/>
- Little Wings: Plane Spotting
 - o Date: 8/16
 - o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - o <https://wingsmuseum.org/events/little-wings-plane-spotting-august/>

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.

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

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*

Note: 17 July 25 was the last day Pharmacy offers Thursday lobby extended pick-up hours (1630-1730)

Drive-Thru Hours of Operation:

Monday - Friday: 1300-1600

FUTURE CLOSURES:

29 Aug Closed for training

1 Sep Holiday - Closed

26 Sep MDG Function - Closed starting at 1500

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

HOW THE “ONE BIG BEAUTIFUL BILL ACT” (OBBBA) MAY AFFECT RETIREES: The One Big Beautiful Bill Act (OBBBA) was signed into law on 4 July 25. While it covers a wide range of tax and spending

policies, its major provisions affecting retirees over the age of 65 primarily focus on tax relief. First, OBBBA permanently extended tax cuts enacted in the 2017 Tax Cuts and Jobs Act (TCJA) that were set to expire at the end of 2025. Second, the OBBBA provides an enhanced senior deduction which is a new "bonus" tax deduction of \$6,000 for individuals aged 65 and older, and \$12,000 for married couples where both are 65 or older. This deduction is available through the 2028 tax year and can be claimed whether seniors take the standard deduction or itemize. The OBBBA does not directly change the taxability of Social Security benefits; however, this enhanced deduction, according to the White House, will result in nearly 90% of Social Security beneficiaries paying no federal income tax on their benefits. The enhanced senior deduction starts to phase out for single taxpayers with modified adjusted gross income (MAGI) exceeding \$75,000 and for married couples filing jointly with MAGI exceeding \$150,000. It's completely phased out at \$175,000 for single filers, and \$250,000 for married couples. Lastly, the standard deduction for 2025 was increased. The standard deduction for an individual taxpayer is increased to \$15,750 (from \$15,000 previously), and to \$31,500 for a married couple filing jointly (from \$30,000). This is in addition to the new \$6,000 bonus deduction for seniors.

The OBBBA significantly increases the State and Local Tax (SALT) deduction cap of \$10,000 introduced by the 2017 TCJA. For tax years 2025 through 2029, the individual SALT deduction cap is increased from \$10,000 to \$40,000 and will increase by 1% each year, indexed for inflation. The increased SALT deduction phases-out for high earners with Modified Adjusted Gross Income (MAGI) exceeding \$500,000. The deduction is reduced by 30% of the excess income above this threshold. The phase-out threshold also increases by 1% annually through 2029. The deduction cannot fall below the original \$10,000 cap due to the phase-out.

There are many other tax provisions in the OBBBA that may impact your tax situation, and you should consult a tax professional if you have any questions.

SOCIAL SECURITY EXPANDS APPOINTMENT-BASED SERVICES: Social Security is expanding appointment-based services at their [local Social Security offices](#). By scheduling appointments, they will aim to reduce wait times, streamline service delivery, and improve the overall customer experience. Effective 6 Jan 2025, they will require customers to schedule an appointment for service in their field offices, including requests for Social Security cards. They encourage customers to become accustomed to their:

- [online services](#), where many transactions can be completed conveniently and securely, and
- [automated services](#) available on their National 800# at 1-800-772-1213.

Customers who are not able to handle their business online or with the automated options, may call their [local Social Security office](#) or their National 800# to schedule an appointment.

They want to make clear that they will not turn people away for service who are unable to make an appointment or do not want to make an appointment. For example, members of vulnerable populations, military personnel, people with terminal illnesses, and individuals with other situations requiring immediate or specialized attention may still walk in for service at their field offices. Some of their offices also have minimal to no wait times, and they will still serve customers who walk in.

If you have any questions regarding the Appointment-Based Services implementation or any of Social Security's programs and services, please feel free to contact Josh Weller, Public Affairs Specialist, at Josh.Weller@ssa.gov.

REAL ID COMPLIANCE ACT & NEXTGEN ID CARD: With Real ID Act now in affect, all U.S. residents 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, or approved alternative, 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.**

NEW SCRIPTCENTER PHARMACY KIOSK ON BUCKLEY SFB: The new ScriptCenter Kiosk in the BX lobby area is operational. When submitting prescriptions, you will have the option to select where you want to pick them up - the pharmacy or the kiosk. For those using the kiosk, prescriptions will be filled by the pharmacy and loaded into ScriptCenter by 0900 within four days of submitting the prescription for you to pick up at your convenience. Prescriptions not picked up within 14 days will be returned to the pharmacy. Since the kiosk will be located across from the Ent Bank in the Exchange lobby area, access hours will be: Sunday: 0800-1700, Mon - Sat: 0700-1900. Prescriptions requiring refrigeration must still be picked up from the pharmacy counter.

First time Enrollment: At ScriptCenter Select 'Pick Up'
Scan Military ID | Enter PIN

Helpful tip! If the barcode on your Military ID does not contain your DoD ID, you will need to provide a prescription number to validate your identity during your first pick up from ScriptCenter.

If you have questions, you can call 720-847-7450 during pharmacy hours to speak with a pharmacist. We have a brochure about the kiosk on the RAO website.

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

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.

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

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 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-oc/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>.

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.

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

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