

Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - February 2026

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 0900-1200

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 720-847-6657, Option 2 (temporary number until - 4357 is working again). 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 FEBRUARY: 3 - Four Chaplains Day; 4 - USO birthday; week of 12 Feb - National Salute to Veteran Patients; 19 - Coast Guard Reserve birthday; month of Feb is Women Veterans Recognition.

FAMILY DAYS AND HOLIDAYS IN FEBRUARY: Monday, 16 Feb, is Washington's Birthday, so we expect Friday, 13 Feb, will be a "Pass Day." As you know, Pass 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.

MONTHLY TRICARE BRIEFINGS ON BUCKLEY SFB: On the third Tuesday of each month, from 1100 - 1230, there is a Tricare briefing in the Bldg 606 Military & Family Readiness Center (M&FRC) auditorium. The next one will be on **17 Feb**. You just need to call the M&FRC to "register" so they know there will be space for you to attend. 720-847-6681.

SOCIAL SECURITY PROGRAM OVERVIEW: There will be a social security program overview briefing on **Thursday, 5 Feb**, from 1000-1130 at the Douglas County Hearing Room, 100 Third St., Castle Rock, CO 80104. The briefing will be presented by a social security public affairs specialist. These meetings are free and open to the public. You can check for program updates and changes at the Senior's Council webpage - <https://www.douglas.co.us/community-services/services/senior-services/seniors-council/>

BUCKLEY SFB SNOWLINE AND DELAYED REPORTING: With winter right around the corner base operations are sometimes impacted by snow/weather. Sometimes there will be "delayed reporting" for non-mission essential personnel, which can significantly impact military retiree access to the base and the facilities they typically use.

In January of 2026 the base implemented new procedures related to delayed reporting, establishing Phase 1- 4 for all non-mission essential personnel. **As a military retiree you, and your dependents, fall into Phase 4. What this means is the gate guard will **not** allow you to enter base until 3 hours after the delayed reporting time.** For example, if the Snowline says the delayed reporting time is 0900, you will **not** be allowed on base until 1200. If the weather forecast calls for snow your first step should be to call the Buckley SFB Snowline (720-847-7669) for the latest information before you head to base. You can also check the Buckley SFB Facebook page ([Buckley Space Force Base | Facebook](#))

The Visitor Control Center (VCC), ID card section, Exchange, commissary, pharmacy and outdoor rec will all be denied access as well until after the delayed opening time and likely won't be ready for customers until a short time after that. The ID card facility in Bldg 606 has told us if you have an appointment on a snow delay day and aren't allowed on base until after your appointment time, they will honor all scheduled appointments for the day, beginning with those originally set for 0800.

In addition, it is very likely traffic will be backed up at the 6th Ave and Mississippi gates during delayed reporting days, so we encourage you to arrive at base even later than the 3 hours after the "delayed reporting" time.

VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB: On **19 Feb**, 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 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 19 Mar. For more info, you can contact Ms. Stephanie Rozmarich at 460MSS.DPF@us.af.mil or call 720-847-6681.

TRANSFERRING PRESCRIPTIONS FROM EXPRESS SCRIPTS TO THE BUCKLY SFB

PHARMACY: The pharmacy tells us there has been an increase in the number of patients requesting a transfer of their prescriptions from Express Scripts to Buckley due to the increase of co-pays. While this is not a problem for the pharmacy, they have had issues trying to transfer prescriptions from Express Scripts. The responses have been inconsistent (cannot transfer, same-day transfer, 24-72 hour delayed transfer, etc.) To ensure the quickest turnaround for their patients, they recommend you call your provider and ask them to send

the pharmacy a new prescription and call Express Scripts to cancel your current prescriptions to prevent recurring deliveries.

AMERICAN LEGION POST 1187 IN CASTLE ROCK: For any Veterans in and around the Castle Rock area looking for a way to continue serving your community, the Harry S. Miller American Legion Post 1187 invites you to check them out. If you are new to the American Legion their post pays for your first year of membership (normally \$45). If you are, or were, an existing member from a different location, transferring your membership is an easy process.

A few examples of community projects they support in Castle Rock and Larkspur: public school functions (to include scholarship money); Color Guard requests; “Christmas in July” at the Veterans Community Living Center at Fitzsimmons (provide clothing, food, electronics like phone chargers and ear buds and other comfort items); etc.

Their monthly membership meeting is held on the 3rd Thursday of each month at the Calf’s Lowell Ranch located at 2330 I-25 (east side Frontage Road and extension of South Wilcox St), at 1900. Their meetings typically have 30-50 attendees, last about an hour and their Auxiliary (spouses and other family members) even provide a mid-meeting meal. They also have an American Legion Riders (ALR) group for those who are motorcycle riders. The ALR ride in to support parades and other events around the state. In addition, they have a Sons of the American Legion (SAL) group open to children and grandchildren of veterans who want to serve their community.

For more info you can check out their website (<https://castlerocklegion.org>) or contact Jay Archie, Member at Large, by phone or text at 720-590-9515 or e-mail: jayarchie19@gmail.com.

MEDICARE ADVANTAGE OPEN ENROLLMENT PERIOD (MA OEP): Each year, people on Medicare have two opportunities to change their plans. The first, known as the Annual Enrollment Period (AEP), runs annually from 15 Oct - 7 Dec. During AEP, anyone on Medicare can make ANY changes to their plans and your coverage choices go into effect on 1 Jan. **After AEP, there’s a second chance - for people enrolled in a Medicare Advantage plan only** - to make one final change to their plan. **This period, known as the Medicare Advantage Open Enrollment Period (MA OEP), runs annually from 1 Jan - 31 Mar.**

During MA OEP, anyone enrolled in a Medicare Advantage plan has the ability to:

- Switch to another Medicare Advantage plan.
- Drop their Medicare Advantage plan and return to original Medicare.
- Join a Medicare Prescription Drug plan.

During this time, policyholders of Medicare Advantage plans are able to make **one** switch to their policy. The chosen coverage goes into effect on the first day of the next month from when the change was made. For example, if you switch Medicare Advantage plans in Feb, the new coverage becomes effective 1 Mar. MA OEP is the best time to re-evaluate Medicare Advantage plan options if you’re thinking about switching to a plan better suited to your needs.

If you are unhappy with your Medicare Advantage plan or your doctor, you can make a final change to your plan. Ultimately, you should make sure your plan fits your budget and gives you access to the right care. Here are some possible reasons you might want to switch plans during MA OEP:

- You want to switch from a Health Maintenance Organization (HMO) to a Preferred Provider Organization (PPO).
- You’re getting expensive medical treatment, and you want to reduce out-of-pocket costs by choosing a plan with a lower out-of-pocket maximum limit.

- Many medical services are not anticipated, so you only want basic coverage with the lowest premiums possible.
- You lost access to your primary care provider and/or specialists when you switched plans in the fall, and you'd like to resume your care.
- You are unsatisfied with your plan for any reason and want to revert back to your old plan or try something new.

TRAGEDY ASSISTANCE PROGRAM FOR SURVIVORS (TAPS): If you who have lost a military retiree spouse, you should know there is a **TAPS 24/7 National Military Survivor Helpline** available to you. There is a caring network of peer professionals standing by to provide emotional support, connection to a wide variety of resources and programs, a listening ear, and open access to all that TAPS provides. Survivors can call 800-959-TAPS (8277) any time, day or night. They will always answer, they always have time, and they always care. **TAPS has a Denver Area Care Group that meets at American Legion Post 1 (5400 East Yale Avenue Denver, Colorado 80222) the second Saturday of every month. The next meeting should be 14 Feb** from 1230-1400 (but check with Post 1). There is **no need to register** - just show up at the posted date, time and place. For more information, please email: caregroups@taps.org.

TRICARE INFORMATION: For information on Tricare costs for 2026 you can visit the following website: [What are my 2026 TRICARE For Life costs? > TRICARE Newsroom > TRICARE News](#) To get a copy of the latest Tricare for Life Handbook you can visit the following website: [TRICARE For Life Handbook | TRICARE](#)

VET CONNECT EVENT: On **Sunday, 7 Jun**, from 1300-1600 Qualified Listeners will host a Vet Connect event at the Embassy Suites in Loveland, CO (4705 Clydesdale Pkwy). Admission and parking are free, with refreshments provided, veteran resources, veteran supporting businesses, etc. The Denver Dolls will be there to provide entertainment.

INFORMATION FOR FAMILY CAREGIVERS: I recently received some important information from the Communications Director, Office of Adult, Aging and Disability Services at the State Veterans Homes. She asked for our help getting the information out. I expect we may have some family caregivers on our distro list, or you may know of other family caregivers you can share it with. Over the past year, the Colorado Respite Coalition (CRC), in partnership with the Colorado Department of Human Services (CDHS) and the Colorado Health Care Policy & Financing Department (HCPF) have collaborated to create a Colorado statewide campaign for National Family Caregivers Month (Nov 2025). They assembled a work group representing communities and agencies across the state and together came up with the concept for the campaign. Based on feedback from caregivers and their committee, they decided to take a humorous approach to the campaign. They partnered with Colorado Cartoonist Drew Litton to create a series of cartoons depicting experiences of caregiving. They also created a landing page with curated lists of statewide, low-cost or free resources available to family members caring for older adults, adults with disabilities and kids with disabilities. The website is here: [Resources This Way - Colorado Respite Coalition](#)

INCOME TAX FILING ASSISTANCE: It's that time of year again so I thought some of you might be interested in some 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. 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.

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. When I last checked the website link below, there were 21 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 online 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](#). Some usually start up in Feb and some later, and most usually require an appointment. Call the specific 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. New in 2024, eligibility is being verified through the Defense Enrollment Eligibility Reporting System (DEERS). Visit Military OneSource to learn more about eligibility.

MilTax free tax filing software and support
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 2025 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. To use telephone self-service:

- Call 800-321-1080.
- Select option 1 for Military Retired and Annuitant Pay.
- Select option 1 "To Use our automated self-service system and reissue a 1099R."
- Select option 1 to request a 1099-R 24 hours a day, seven days a week, without waiting to speak to a customer service representative.
- Enter your Social Security Number using your touch-tone keypad when prompted.

- You should receive your 1099-R in 7 to 10 business days.

Your 1099-R should be in the mail within 7-10 business days to the address DFAS has on record. *Please note that 1099-R reissues requested through the telephone self-service option cannot be mailed prior to February 10, 2022.*

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 with 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.

PROPERTY TAX EXEMPTION FOR QUALIFYING DISABLED VETERANS AND GOLD STAR SPOUSES: Qualified Disabled Veterans and Gold Star Spouses can receive 50% of the first 200,000 value of their home value is exempted from their property tax. This exemption is for primary residences owned and occupied since 1 January of the year in which the Veteran or Gold Star Spouse is applying. Once granted, applicants are not required to reapply from the same address unless their VA status changes (for example, a change in the veteran's disability rating or loss of eligibility). If the applicant moves to a new property, they must submit a new application along with their VA Benefit Summary Letter to the county assessor’s office. The resubmission must occur between January 1 and July 1 of the application year. Applications with an attached VA Benefit Summary Letter must be submitted to the county tax assessor’s office between January 1 and July 1. Applications submitted to the Department of Military and Veterans Affairs will be delayed and possibly submitted after the July 1 deadline.

For Disabled Veterans, applicants must meet the following criteria. The veteran must:

- have received an honorable discharge and have established service-connected disability rated as 100% and permanent by the United States Department of Veterans Affairs
- or disability rated as 100% and percent permanent through disability retirement benefits administered by the United States Department of Homeland Security or the Department of the Army, Navy, or Air Force,
- or have individual unemployability status as determined by the United States Department of Veterans Affairs.

Gold Star Spouse applicants must meet certain criteria. Applicants must be a surviving spouse of a United States Armed Forces service member:

- who died in the line of duty and who received a death gratuity from the Department of Defense, or
- whose death resulted from a service-related injury or disease as determined by the United States Department of Veterans Affairs, and who is receiving dependency and indemnity compensation from the United States Department of Veterans Affairs.

“Surviving spouse” means an individual who was legally married to the veteran at the time of the veteran’s death and who has not remarried

For more information visit the CO Department of Military and Veterans Affairs website at <https://vets.colorado.gov/property-tax-exemption>

COLORADO PROPERTY TAX EXEMPTIONS FOR QUALIFYING SENIORS: Colorado also has a property tax exemption available to senior citizens and the surviving spouses of senior citizens. The state reimburses the local governments for the loss in revenue. When the State of Colorado’s budget allows, 50 percent of the first \$200,000 of actual value of the qualified applicant’s primary residence is exempted. For the purpose of the exemption, a primary residence is the place where an individual is registered to vote. An applicant or married couple may apply for the exemption on only one property. Married couples and individuals who apply for this exemption and/or the disabled veteran exemption on multiple properties will be denied the exemption on each property. Two individuals who are legally married, and who own more than one piece of residential real property, shall be deemed to occupy the same primary residence and may claim no more than one exemption. If an applicant owns multiple-dwelling units in which the applicant occupies one of the units, an exemption will be allowed only with respect to the dwelling unit that the applicant occupies as his or her primary residence.

A qualifying senior citizen is a person who meets each of the following requirements:

- The applicant is at least 65 years old on January 1 of the year in which he/she applies; and
- The applicant or his/her spouse is the property owner of record and has owned the property for at least 10 consecutive years prior to January 1; and
- The applicant occupies the property as his/her primary residence, and has done so for at least 10 consecutive years prior to January 1.

The surviving spouse of an eligible senior citizen is a person who meets all of the following requirements:

- The surviving spouse was legally married to a senior citizen who met the age, occupancy, and ownership requirements on any January 1 since January 1, 2002; and
- The surviving spouse has not remarried; and
- The surviving spouse occupied the residential property with the eligible senior citizen as his or her primary residence and still occupies the same property.

There are two application forms for the senior property tax exemption. The Short Form is for applicants who meet the basic eligibility requirements. The Long Form is for surviving spouses of eligible seniors and for applicants who may qualify under the exceptions to the basic requirements. Both forms are available from the county assessor’s office. Completed applications should be submitted to the assessor on or before **July 15** of the year for which exemption is requested. If the application is not filed by July 15, the assessor must accept late applications through August 15, but late applicants will not have appeal rights for an application filed after July 15. Once an exemption application is filed and approved, the exemption remains in effect until a disqualifying event occurs.

For additional information visit the following website: <https://dpt.colorado.gov/property-tax-exemption-for-senior-citizens-in-colorado>

VETERANS COFFEE CLUB: Arapahoe County Veteran Services hosts a Veterans Coffee Club designed to honor service, build community, and foster conversation among fellow veterans. The Coffee Club meets **every first and third Friday of the month from 0800 - 0900** at the DIRT Coffee Patio, 2506 W. Alamo Ave., Littleton. All veterans and family members are welcome, and coffee is generously provided by the Littleton Elks Lodge - pastries are now included as well.

VETERANS COMMUNITY LIVING CENTER AT FITZSIMMONS: This is a 180-bed state-owned and operated skilled nursing facility that also offers long-term care, specialized memory care and end-of-life hospice services. They serve honorably discharged vets, veterans' spouses and Gold Star parents. Residents require one of the following to pay for their rehabilitation or long-term stay: service-connected disability rating of 70% or more, Medicaid, managed Medicare plans/Long-Term care insurance or private pay. You can visit [Veterans Community Living Center at Fitzsimmons | Colorado Department of Human Services](#) or call 720-857-6400 for more information.

PHARMACY OPERATIONS:

The 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

Drive-Thru Hours of Operation:

Monday - Friday: 1300-1600

FUTURE CLOSURES:

13 Feb Pass Day - Closed

16 Feb Holiday - Closed

27 Feb	Closed starting at 1500 for a MDG Function
27 Mar	Closed starting at 1500 for a MDG Function
24 Apr	Closed starting at 1500 for a MDG Function

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

WINGS OVER THE ROCKIES AIR & SPACE MUSEUM AND WINGS OF EXPLORATION AT CENTENNIAL AIRPORT: For the latest information on museum events you can visit the following website:
<https://wingsmuseum.org/events/>

LEGAL OFFICE OPEN FOR RETIREES & DEPENDENTS: Legal provides limited legal assistance services for military retirees and their dependents. Legal can do the following related to estate planning: wills, living wills, powers of attorney, beneficiary deeds and advanced medical directives. For notary services and powers of attorney, walk-ins for retirees are available on Monday - Wednesday and Friday from 0830-1200 and 1300-1530, closed from 1200-1300. Thursday Legal is open from 0830 - 1200. **Wills for retirees and dependents are by appointment only and done on Thursdays from 0830-1130.** 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). **If you have a spouse, you will each need your own individual ticket #s.** 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. If you cannot reach someone at 720-847-6444 in legal to schedule an appointment, 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)

QUARTERLY MEDICAL GROUP TOWN HALL: We expect the next Medical Group Town Hall to be held on **Wed, 15 Apr, from 1600-1700, at the Buckley SFB Chapel.** 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, usually on the third Wednesday of the month.

U.S. ARMY SURVIVOR OUTREACH SERVICES: Survivor Outreach Services (SOS) is the official Army program designed to provide long-term support to surviving Families of fallen Soldiers. The Army has a network of SOS coordinators at locations across the country. Contact phone numbers are listed by state and county, or by country at https://dcs9.army.mil/sos_staff_Locator . Use the drop-down lists to find survivor coordinators by state/county or country/ region. If a coordinator is not listed, you can call 210-834-0494 or the IMCOM toll free number - (833) 313-1960 for survivor assistance. Locally, you can contact Alison Patton at 720-250-1564 or alison.l.patton2ctr@army.mil

HOMEMAKER/HOME HEALTH AID (HHA) BENEFITS: As a veteran you may be eligible for Homemaker/Home Health Aid (HHA) and Respite programs which provide home care services. Services are typically related to two or more of the Activities of Daily Living (ADL) as defined by the VA: eating; bathing; dressing; using the bathroom; and mobility issues such as transferring from a bed to a chair. These benefits can alleviate some, or all, of the financial burden of receiving home care, or to supplement care which is being paid for privately. To receive these benefits and have them covered by the VA, you must be enrolled with VA health care. You can apply for VA health care benefits online or submit Form 10-10EZ via mail or to your local VA Medical Center or call 877-222-8387. There are numerous organizations in the Denver area that assist individuals with ADLs, including government agencies, nonprofits, and private companies. Two government agencies that can help find resources in this area are Denver Human Services (720-944-3666) and the Denver Regional Council of Governments (DRCOG) Area Agency on Aging (AAA) (303-480-5656)

Note: Having a VA disability rating does **not** automatically enroll you in the VA health care system; you must apply for enrollment separately. While your disability rating determines your priority group for healthcare, you need to complete an application, such as VA Form 10-10EZ, to become enrolled and receive care.

VERIFICATION WHEN CALLING INTO DFAS: Calling DFAS customer service for help and having to verify who you are can be a pain! To make it easier to get straight to your issue, DAFS has added a new option for confirming your identity. Customers who opt in can now use a verification one-time PIN sent to the mobile phone number registered in myPay to securely and quickly complete verification. Of course, you must have a myPay account to use this option. The next time you log into myPay, you will be prompted to review your verification methods and opt in. I can tell you I have done this for myself. If you have questions about this communication, you may contact a customer service representative by calling 1-888-332-7411.

NEW MYAUTH AUTHENTICATION SYSTEM: More than 20 million people in the military community, including many Tricare beneficiaries, will be moving to a new online authentication system over the next 18 months. The new myAuth system is replacing the legacy DS Logon system, which authenticates users onto more than 200 Defense Department and Veterans Affairs websites. Those who use the DS Logon system currently includes military retirees and family member beneficiaries. This will offer enhanced security protections, such as multi-factor authentication. When the system is completely phased in, users will be able to access all of their regular DOD applications with the one sign-in through myAuth.

Officials are launching the system in phases, starting with milConnect and ID Card Office Online in May. As of 14 July, officials say the success rate for people creating their new accounts is more than 99%, minimizing the need for people to contact the call center.

Retirees who wait until after the DS Logon is gone will have to reverify their identity since they don't have a Common Access Card (CAC). Many Tricare secure online patient services, such as the MHS Genesis patient portal, require a DS Logon account. **Those who don't have a CAC or a DS Logon must create a one-time DS Logon account over the next 18 months to establish their identity and benefits before creating a myAuth account.** The myAuth uses Okta Verify, which can be installed on a personal cell phone. As the new system is rolled out, individuals using applications such as milConnect will see a login screen for myAuth, which allows them to create a myAuth account. More information about the change is available at [myAuth Help](#)

VA SWITCH FROM DS-LOGIN TO LOGIN.GOV AND ID.ME: After Sept. 30, 2025, Veterans will have two secure options to sign in to VA.gov and VA mobile apps - a Login.gov account or ID.me account. If you're still using a DS Logon username and password, this information may be useful.

How to Transition

1. Visit [Creating An Account For VA.gov | Veterans Affairs](#) for detailed instructions on setting up your Login.gov or ID.me account.
2. Follow the step-by-step guide to create your account and verify your identity.
3. Use your new account to access VA services online as you did before.

Visit [Prepare For VA's Secure Sign-In Changes | Veterans Affairs](#) for more information and assistance. If you're ready to create your new account, follow our step-by-step guidance. If you need help, we can connect you with support. And if you need more time or don't want to get a new account, we can help you find ways to manage your VA health care and benefits by phone, mail or in person.

REAL ID COMPLIANCE ACT & NEXTGEN ID CARD: With Real ID Act now in effect, 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.**

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. **Currently on Buckley SFB there is one number you can call to contact a Trusted Agent - 720-847-6531 (in the finance area of Bldg 1030, HQ Bldg).** 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

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>.

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

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 \(dfas.mil\)](https://www.dfas.mil/myPay)) 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](https://milconnect.dfas.mil)
- 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.**