

Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - January 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 JANUARY: 25 - Anniversary of U.S. and Allied victory at the Battle of the Bulge.

FAMILY DAYS AND HOLIDAYS IN JANUARY: Thursday, 1 Jan, is New Years, so we expect Friday, 2 Jan, will be a "Pass Day." Monday, 19 Jan, is Martin Luther King Day, so we expect Friday, 16 Jan, to 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 **20 Jan**. You just need to call the M&FRC to "register" so they know there will be space for you to attend. 720-847-6681.

BUCKLEY SFB SNOWLINE: With winter right around the corner base operations are sometimes impacted by snow/weather. Sometimes there is delayed reporting for non-mission essential personnel, the 6th Ave gate hours may be impacted, the ID card section and/or pharmacy may have delayed openings, etc. If the weather forecast is calling for snow you may want to check the Buckley SFB Facebook page ([Buckley Space Force Base | Facebook](#)) or call the Snowline (720-847-7669) for the latest base information before you head to base. If there is delayed reporting of non-mission essential personnel, the ID card office, commissary, Exchange and pharmacy all typically won't open until 30 minutes *after* the delayed reporting time. For example, if the non-mission essential reporting time is 0900, they won't open for business until around 0930. If you have an ID card appointment *prior* to the opening time, the MPF will still honor that appointment. Be aware **the gate guards may not even let you on base before the reporting time, so we recommend you don't plan to get to base until the reporting time, at the earliest.** You can also check the Buckley SFB Facebook page ([Buckley Space Force Base | Facebook](#)) for info on base opening delays due to weather.

QUARTERLY MEDICAL GROUP TOWN HALL: We expect the next Medical Group Town Hall to be held on **Wed, 21 Jan, from 1600-1700, at the Buckley SFB Chapel.** The Town Hall dial in is always the same number and code: [+1 410-874-6757](#) 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.

VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB: On **15 Jan**, 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 you can expect another one on 19 Feb. For more info, you can contact Ms. Stephanie Rozmarich at 460MSS.DPF@us.af.mil or call 720-847-6681.

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. While there was no information yet when I checked the AARP site, you can keep checking back. 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](#). 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 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 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. Disabled Veteran applicants must have an honorable discharge and established a service-connected disability that has been rated by the Federal Department of Veterans Affairs, The United States Department of Homeland Security, or The Department of the Army, Navy or Air Force as a one hundred percent (100%) permanent disability or 100% medically retired from the federal Department of Veterans Affairs, The United States Department of Homeland Security, or The Department of the Army, Navy or Air Force. Individual being compensated at 100% unemployability, does not qualify for this exemption. Gold Star spouses of a United States Armed Forces service member who died in the line of duty and received a death gratuity from the Department of Defense; a surviving spouse of a veteran whose death resulted from a service-related injury or disease as determined by the United State Department of Veterans Affairs; or, a surviving spouse receiving dependency indemnity compensation awarded by the United States Department of Veterans Affairs is eligible for this property tax exemption. Applications will be on the Division of Veterans Affairs website at vets.colorado.gov/housing

beginning 1 Jan 2023, and accepted between 1 Jan 2023, through 1 Jul 2023. Applications may be submitted in person or mailed to 155 Van Gordon Street, Suite 201, Lakewood, CO 80228, or via fax at 303-914-5414. The Colorado Division of Veterans Affairs will review applications received to validate applicant eligibility in accordance with Title 39 of the Colorado Revised Statute and forwarded verified applications to the respective county tax assessor for further processing.

Questions or requests for assistance should be directed to Beth Maxwell at 303-914-5840.

COLORADO PROPERTY TAX EXEMPTIONS FOR QUALIFYING SENIORS: In Colorado there is a property tax exemption for qualifying seniors. Requirements for eligibility are as follows:

- Applicant must be a senior who is 65 or older, or a surviving spouse of a senior who previously qualified for the exemption.
- Applicants must have owned and occupied the property as their primary residence for **ten or more years**.
- Fifty percent of the first \$200,000 in actual property value is exempt from property taxation.

More information on this can be found at the following link: [Senior and Veteran Property-Tax Programs | Colorado Department of the Treasury](#)

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:

1 Jan	Holiday - Closed
2 Jan	Readiness Pass Day - Closed
16 Jan	Readiness Pass Day - Closed
19 Jan	Holiday - Closed
30 Jan	Closed starting at 1500 for a MDG Function

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

Note: Pharmacy personnel are considered “non-essential personnel,” so the pharmacy will open 30 minutes **after** the expected report time. (i.e., report 0900, open for patient care at 0930). Patients can call the SNOW line for further information (720-847-7669).

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

January:

- Breakfast Fly-In
 - Date: 1/10
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingsmuseum.org/events/breakfast-fly-in/>
- Cockpit Demo Day
 - Date: 1/17
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/cockpit-demo-day-2/>
- Aviation Badge Merit Program
 - Date: 1/24
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/aviation-merit-badge-program/>
- Sensory Friendly Hours
 - Date: 1/25

- Wings Over the Rockies Air & Space Museum
- <https://wingsmuseum.org/events/sensory-friendly-hours-jan26/>

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)

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

KEY MILITARY DOCUMENTS YOU SHOULD HAVE: There are some important military documents you should have filed away for you, and your dependents. Listed below are some of them, with general information on what they are, why they’re important and where you can obtain copies if you don’t have them.

DD-214/DD-214-1/DD-215: The DD Form 214, or Report of Separation, is military discharge paperwork which serves as proof of military service. All service branches use the same form. The form reflects when and where a servicemember served, rank at discharge, type of discharge, qualifications, licenses and certificates, and awards and medals.

DD Form 214-1 summarizes periods of active and inactive service and points earned for National Guard and Reserve members. It was first issued in 2024 and is now issued by all service branches. More info at [All Services Now Issue Form DD214-1 to Departing Reservists | Military.com](#) Reservists will still get DD-214s for each period of active-duty service, but going forward, they will receive a DD-214-1 as an addendum. **DD-214-1s are not issued retroactively.** The DD Form 215 is used to correct errors on a DD-214.

Your DD-214 is the key to unlocking many benefits, including VA home loans, civilian and federal employment preferences, burial benefits, veteran social services and medical care, education, and even veterans' discounts. For reservists, the DD-214-1 serves as a single record of all active and inactive service and helps determine periods of qualifying service for benefits like VA medical care and the Post-9/11 GI Bill. Most veterans and their next of kin can get free copies of their DD-214 from the National Archives. For instructions on how to get copies you can see this Military OneSource website: [How to Request a DD Form 214 Flyer PDF | Military OneSource](#)

NGB-22: The NGB Form 22 is the official Report of Separation and Record of Service for members of the Army or Air National Guard. It is the equivalent of the DD-214 for active duty service members. It acts as proof of service to access various benefits and services including VA home loans, employment preferences, state-specific benefits, and burial honors. The National Archives retains copies of military service records. For Air Guard members separated after 2004, personnel records are maintained by the Air Reserve Personnel Center (ARPC). For Army National Guard, submit a Standard Form (SF) 180, Request About Military Records, to your state's headquarters.

DD-256: The DD Form 256 is a certificate of honorable discharge issued to National Guard and Reserve members who complete their service, even if they have not been activated for 90 or more days. It can act as proof of honorable service in a variety of circumstances, such as with lenders. It is important to note that in many instances the VA will not consider a servicemember a veteran for benefits purposes unless they have served a minimum amount of time on active duty. Copies of military service records can be requested from the National Archives. Their website: [Request Military Service Records | National Archives](#)

Notification of Eligibility for Retired Pay ('20 Year Letter'): Once a reservist has completed 20 years of qualifying service and is eligible for retirement, their service branch's personnel center will send them a Notification of Eligibility (NOE) for Retired Pay at Age 60, commonly referred to as a "20 Year Letter." This letter not only confirms that a member has met all the requirements for retirement, but it is also the trigger for crucial decisions on the Reserve Component Survivor Benefit Plan (RCSBP). You can request a copy through your service branch's personnel or retirement portal.

Official Military Personnel File (OMPF): Your OMPF is a full paper trail of an entire military career. It includes information like duty stations, performance reviews, certifications, awards, and assignments. Some OMPFs contain active-duty health records, but the service branches discontinued this practice in the 1990s. While the DD-214 is a snapshot of a servicemember's career, the OMPF is the full story. Not only is it proof of service when it comes to benefits claims, it can also be used to identify and correct errors or omissions in the official record. The National Archives has official military personnel files for those who separated from the Service before 1960. Newer records are maintained by the Federal Records Center program and are subject to restrictions. The veteran (or next of kin) can request records online with [eVetRecs](#), or they can [mail or fax an SF-180](#) to the National Personnel Records Center. The Defense Manpower Data Center (DMDC) compiles a military service history for every armed forces veteran and servicemember. A copy can be requested via the Defense Personnel Records Information and Retrieval System (DPRIS) page in [milConnect](#). Coast Guard and NOAA Commissioned Corps veterans will need to reach out to the National Archives. U.S. Public Health Service Commissioned Corps veterans will need to reach out to the Division of Commissioned Corps Officer Support.

Military Health Record: These consist of Medical documentation, records, and health care history, including lab results, allergy profile, medication profile, problem lists, and office visit information. Not only do your medical records help with continuity of care, they also can help prove service connection for benefits claims with the VA. If you get most care at military hospitals or clinics, you'll have an electronic health record. For those who retired or separated after 1 Jan 2014, medical records were digitized. They may be available

in MHS Genesis, or you can request a complete copy of your health record by submitting an [SF-180](#) to the proper agency (the form provides a comprehensive list). You may also make an in-person request at “your last home military hospital or clinic,” according to the TRICARE website. Veterans can review, print, and download VA medical records at [VA.gov](#) using the My HealtheVet site.

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. **On Buckley SFB there are two numbers you can call to contact a Trusted Agent - 720-847-6531/9894 (-6531 is finance in 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 \(dfas.mil\)](http://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.**