

**Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - May 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 0900-1500, Wed 0900-1300, Thurs 0900-1200 & 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**

There is no phone number to call for an ID card appointment at the Buckley SFB Military Personnel Flight (MPF), they want you to make your appointment online using the RAPIDS website. If you're not comfortable using the RAPIDS site, or don't have a computer, call the RAO and we can assist you. Bldg 606 ID card hours are Mon/Tues/Thurs/Fri: 0800-1500 hrs (space available 0800-1400) and Wed 0800-1200 hrs (space available 0800-1100). The MPF is CLOSED Federal holidays & Family days.

**Retiree & Dependent ID Cards (Appts Only)**

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

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

**OBSERVANCES IN MAY:** 8 - VE Day; 8 - Military Spouse Appreciation Day; 16 - Armed Forces Day and 25 - Memorial Day. May is National Military Appreciation month and Month of the Military Caregiver.

**FAMILY DAYS AND HOLIDAYS IN MAY:** Monday, 25 May, is Memorial Day so we expect Friday, 22 May, to be a Pass Day. As you know, Pass Days impact various operations on base (Pharmacy, MPF ID card section, 6<sup>th</sup> Ave Gate, etc.) so keep that in mind if you have things to do on base during those days.

**PHARMACY REFILL SYSTEM ISSUES:** There has been an increase in patient's calling the pharmacy stating the refill system is saying the system is down and cannot process their refill request. Apparently, when providers send in a new prescription, it automatically cancels their current prescription, causing the system to tell the patient their refill cannot be processed. Unfortunately, this part of the refill system is automated, and the verbiage cannot be changed. If you experience this error, please call the patient line at 720-847-7450 so the pharmacy can troubleshoot the issue from their end.

**COFFEE WITH THE BUCKLEY SFB COMMAND TEAM:** On the first Tuesday of every month at Base Lodging (Bldg 331, S Beaver Creek St) from 0830-0930 Col Murray and his team will be available to answer

your questions, share ideas, etc. This is a new initiative and your chance to meet with base leadership face-to-face to ask questions and get the latest information. The first meeting will be on **5 May**.

**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 **19 May**. You just need to call the M&FRC to “register” so they know there will be space for you to attend. 720-847-6681.

**BROTHERS AFTER WAR SCREENING & SEMINAR:** There will be a Brothers After War screening and seminar on Sunday, **3 May** from 1200-1600 at the Cinemark Century Aurora (14300 E Alameda Ave, Aurora 80012). This event includes a free lunch, movie, journal and seminar. Space is limited and you must reserve a seat. You can also see the film trailer, testimonials, more information and RSVP at: <https://baw.mov/aurora>.

**QUARTERLY MEDICAL GROUP TOWN HALL:** The next Medical Group Town Hall is scheduled for **Wed, 20 May, 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. We expect the next one on 19 Aug.

**2026 MARINE MEMORIAL GOLF TOURNAMENT:** This event will be held at The Ridge at Castle Pines North (1414 Castle Pines Pkwy, Castle Pines 80108) on **14 May** at 0800. For more information see: [2026 Golf Tournament - United States Marine Corps Memorial Foundation](#)

**BROOMFIELD VETERAN’S MUSEUM:** There is a Veteran’s Museum in Broomfield (12 Garden Center, Broomfield, CO 80020). The museum is free (donations accepted) and is open Tues/Thurs 1000 - 1400 and Sat 0900 - 1500. The museum also hosts Coffee and Conversation meetings at 1000 on the 2<sup>nd</sup> and 4<sup>th</sup> Saturday of each month. You can enjoy coffee, donuts, networking and a presentation by a veteran or historian about a military conflict, branch or event. It’s an opportunity to listen to the stories of service and sacrifice, ask questions of speakers and other veterans, see short videos and discuss the broader context of their experiences. **The next Coffee & Conversation is on 9 May with guest speaker John Nahodyl**, who served in both the Navy and Air Force. **On 23 May Flint Whitlock is the guest speaker**. He is a historian, author of many books on the Second World War, and will talk about his book “If Chaos Reigns” detailing the airborne and glider operations during D-Day.

**VETERANS BRONZE MEDALLIONS FOR BURIAL IN PRIVATE CEMETERIES:** The Department of Veterans Affairs (VA) provides free bronze medallions to honor veterans buried in private cemeteries with privately purchased headstones. The medallion comes in 5, 3, or 1.5-inch sizes and includes an installation kit. The VA ships the medallion and an installation kit directly to the family or representative. The family is responsible for arranging installation with the private cemetery and any costs associated with installation. A medallion cannot be requested if a government headstone or marker is requested; you may choose either a government marker **or** a medallion, not both. Eligible family members must submit VA Form 40-1330M along with a copy of the veteran's discharge documents (DD214) to the VA. You can submit the form online via AccessVA QuickSubmit, by fax to 1-800-455-7143, or by mail to NCA FP Evidence Intake Center, PO Box 5237, Janesville, WI 53547. For questions, call the VA at 1-800-697-6947.

**FREEDOM PLANE NATIONAL TOUR:** The Freedom Plane National Tour, organized by the National Archives and Records Administration and the National Archives Foundation, will carry rare original Founding-

era documents to only eight U.S. cities in 2026 as part of the nation's 250th anniversary. Free public exhibitions will allow Americans across the country to view these historic records in person for the first time on a nationwide tour. **Denver's History Colorado Center** (1200 Broadway, Denver, CO, 80203) will host the exhibit from **Thursday, 28 May through Sunday, 14 June**. You can see a list of documents that will be on display at [Freedom Plane National Tour: Documents That Forged a Nation | History](#) This is a very unique opportunity you won't want to miss!

**2026 RETIRED SOLDIER HANDBOOK:** The 2026 Retired Soldier Handbook is now available at your local Retirement Services Office (RSO) and on [the Post Retirement page here on the SFL website](#). The purpose of the U.S. Army Retired Soldier Handbook is to provide current and updated information for Retired Soldiers and their families, about the benefits and entitlements they've earned through their years of service.

**MEMORIAL DAY CELEBRATIONS:** There will be lots of different events celebrating Memorial Day around Denver and Colorado. Here are just a few of them. The **Veterans Plaza of Northern Colorado** hosts its annual Memorial Day Ceremony at the Plaza with activities from 22-25 May. This year's keynote speaker is historian Tom Hand, and the event will feature an exhibition telling the story of America's war for independence. It will also include flag displays, battlefield soil ceremony, 21-gun salute, military equipment and vehicle displays, and booths from over 30 organizations serving veterans. More details at [Upcoming Plaza and Community Events for and with Veterans](#) The **Colorado Freedom Memorial** will hold a "Colorado Remembers America 250 - Colorado 150" on Sat, 23 May. Check for details as time gets closer [Events | Colorado Freedom Memorial](#)

**FORT LOGAN MEMORIAL DAY FLAGS FOR FALLEN VETS:** Join the Travis Manion Foundation's Denver Service Platoon for a meaningful morning of service and remembrance as they honor the heroes who gave their lives for our nation. On **24 May**, from 0830 - 1300, volunteers will gather at Fort Logan National Cemetery to place American flags at the graves of our nation's fallen service members in observance of Memorial Day. For more info see [Service Project Ft. Logan Memorial Day Flags for Fallen Vets 2026 - America250](#)

**LARIMER COUNTY VETERAN SERVICE OFFICERS (VSOs):** On the third Monday of every month, from 1000-1400, Larimer County VSO personnel will be in the lobby of the VA Northern Colorado Outpatient Clinic (4575 Byrd Drive, Loveland) to answer questions and assist with claims on-the-spot. The next ones will be on **18 May and 15 June**.

**DISABLED AMERICAN VETERANS (DAV) VA CLAIMS SUPPORT:** If you need claims support (free) DAV National Service Officers (NSOs) are located at the Denver VA Regional Office (155 Van Gordon St, Suite 231, Lakewood, CO 80225). The office is open Mon/Tues/Thurs/Fri from 0800-1530 and Wed from 0800-1200. To schedule an in-person or phone appointment, or just ask questions, e-mail DAV Denver at [dav.vbaden@va.gov](mailto:dav.vbaden@va.gov) They ask that you DO NOT call as the phone lines are always busy.

**FORT COLLINS VETERANS BREAKFAST:** These take place on the **second Tuesday of every month**, 0800, at the Breakfast Club (121 W Monroe Dr., Fort Collins). This is a friendly group of a few dozen veterans

that has been meeting for more than 20 years. If you have any questions, or would like more info, please contact Dale Tasker at [daletasker@msn.com](mailto:daletasker@msn.com).

**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. Then next ones will be on **1 and 15 May**.

**ROCKY MOUNTAIN HONOR FLIGHT:** Flight #56 (**3-5 Sep**) and #57 (**8-10 Oct**) are in the pre-planning stages. For more information on how to sign up for a flight, serve as a volunteer, etc., you can visit [Rocky Mountain Honor Flight - We Fly Veterans To Washington, DC](#).

**VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB:** On **21 May**, from 1300-1600, in Building 606, Room 140 (the Military & Family Readiness Center), on Buckley SFB, there will be Veteran Service Officers (VSOs) available to help you file a VA disability benefit claim. You can just show up and walk in, no registration is required. If you are being discharged from the military within 90-180 days, bring a copy of your medical records, your marriage certificate and your children's birth certificates and they can do the rest. You should understand up front that an average Benefits Delivery at Discharge (BDD) claim can take 2 hours or more for a records review and submission and there is almost always "homework" a veteran needs to do before they are completely prepared for an appointment. That being said, there are three things the VSOs at these meetings can do to prepare you for filing: answer any questions you may have about claims and claim processes; process simple requests such as input an Intent to File, for a retiree for instance, to save a date or update address information; prepare you for, and schedule, longer appointments in a VSO office to complete and submit claim documents. This event is scheduled for the third Thursday of every month, so you can expect another one on 18 Jun. For more info, you can contact Ms. Stephanie Rozmarich at [460MSS.DPF@us.af.mil](mailto:460MSS.DPF@us.af.mil) or call 720-847-6681.

**EVENTS FOR SENIORS:** The 12<sup>th</sup> Annual Senior Life Expo is scheduled for Wed, **3 Jun**, 1300-1700 at the Douglas County Fairgrounds Events Center (500 Fairgrounds Road, Castle Rock). The Jefferson County Senior Expo will be held on Tues, **19 May** from 1000-1300 at the Jefferson County Fairgrounds (15200 West 6th Ave, Golden). More details at [2026 Jefferson County Flyer](#) The North Adams County Senior Expo will take place on Tues, **5 May** from 1000-1300 at the Adams County Fairgrounds Al Lesser Building (9755 Henderson Road, Brighton). Connect with dozens of local organizations dedicated to helping seniors and their families in North Adams County and surrounding communities. Meet with experts regarding Medicare Coverage, Assisted Living, Mobility Solutions, Independent Living, Veterans Benefits, Audiology, Senior Travel, Health Insurance, Home Care, Medical Equipment, Hospice Care, Financial Planning, Legal Assistance, Aging In Place Home Improvements, Eye Care, Physical Therapy and much more. [North Adams County Senior Expo | Senior Expo USA](#) The Littleton/Englewood Senior Expo will take place on Tuesday, **16 Jun**, from 1000-1300 at Arapahoe Community College (5900 South Santa Fe Drive, Littleton 80120). The 37<sup>th</sup> Annual Salute to Seniors will take place on Sat, **22 Aug**, from 0930 - 1500 at the Greek Events Center (4610 E. Alameda Ave., Denver). More than 75 vendors will be available with information on home repair, primary health care, home-delivered meals, Medicare, care in your home, etc. More info at - [Colorado Gerontological Society](#)

**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.

## **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](mailto:usaf.buckley.460sw-mdg.mbx.pharmacy-patient-advocate@mail.mil).

### **New Prescriptions**

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

Electronic prescriptions will automatically be activated

Hardcopy prescription activation is via the Pharmacy DROP BOX

Urgent prescriptions will be ready the same day

Routine prescriptions ready after 1400 on the 2<sup>nd</sup> duty day

### **Refills**

There is a 5 duty-day turnaround - after 1400

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

## **BUCKLEY PHARMACY HOURS OF OPERATION:**

### **Lobby Hours of Operation:**

Monday, Tuesday, Thursday, Friday: 0730-1630

Wednesday: 0930-1630

### **Drive-Thru Hours of Operation:**

Monday - Friday: 1300-1600

## **FUTURE CLOSURES:**

22 May	Readiness Training Day
25 May	Memorial Day Holiday
29 May	Closed for Med Group function starting at 1500

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

## **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.

**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/>

**BUCKLEY SFB EXERCISE:** From 8-18 June there will be an exercise on Buckley SFB. Just be aware you may experience traffic delays getting on and off base as they sometimes shut down the gates to base.

**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](mailto:460sw.ja.wf@us.af.mil) to schedule an appointment and include the following:

Name  
DoD ID Number  
Rank  
Military Status  
Phone #  
Ticket Number (you get after filling out forms online)

**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](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](mailto:alison.l.patton2ctr@army.mil)

**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 - 720-847-5224 (in the finance area of Bldg 1030, HQ Bldg).** You can locate a DFAS Trusted Agent near you using the following website: [Ask myPay - A DFAS Customer Service Tool](#)

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

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

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

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

**PRESCRIPTION OPTIONS WHEN BASE PHARMACY IS CLOSED:** Resourcing for DoD pharmacies does not provide staffing for extending hours for an on call or emergency service as a standard. The Buckley SFB pharmacy is not resourced that way as the surrounding area is able to support emergence prescription

needs. In delivering the Tricare Benefit, the option for utilizing the prescription benefit outside of Buckley Pharmacy open hours is to utilize an in-network pharmacy in the surrounding area. Using the Express Scripts In-Network Pharmacy locator (<https://www.express-scripts.com/frontend/standalone-ui/#/find-a-pharmacy/commercial-oe/search>), there are two pharmacies in the surrounding area providing 24-hour pharmacy availability (Walgreens @12051 E Mississippi Ave in Aurora and CVS @4005 E 8<sup>th</sup> Pl in Denver).

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

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

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

#### **HQ AIR RESERVE PERSONNEL CENTER RESERVE RETIREMENT COUNSELING CELL**

**(RRCC):** We hear from a lot of Gray Area retirees from all Services, typically as they are approaching 60, start working on their retirement packages, and have questions or run into problems. On 1 Jun 23 ARPC activated a Reserve Retirement Counseling Center (RRCC) to help AF Reservists or Guard members working on their retirement package. If you click the link below it will tell you a little about this group. RRCC Contact Info: 800-682-1929, E-mail: [arpc.dpt.rrcc@us.af.mil](mailto: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://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.**