

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

18401 East A-Basin Ave, Stop 95, Buckley AFB, CO 80011

**Building 606, Room 104**, phone **720-847-6693**, e-mail address: **raobuckley@gmail.com**

**Normal Hrs:** Mon 0900-1500, Tues 0800-1500, Wed 1000-1400, Thurs 0900-1400 & Fri 0900-1400

**These hours are totally dependent on volunteer availability!**

**Director: Steve Young, Lt Col, USAF, Ret**

**RETIREE ACTIVITIES OFFICE (RAO) LOCATION:** We are in Rm 104 of Bldg 606, close to the main building entrance. As you come into the main entrance, turn left, enter the first hallway on your right and Rm 104 is the first room on your left. Remember, we assist military retirees from **all** Services!

**Buckley AF MPF Bldg 606 ID card service hours are: Mon/Tues/Thurs/Fri 0800 to 1500; Wed 0800-1200**

For folks not comfortable making ID card appointments with the Buckley SFB AF Military Personnel Flight (MPF) using the RAPIDS website, you can call the MPF at 720-847-6657, 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](mailto:460fss.fsmps.customerservice@us.af.mil) Bldg 606 ID card hours are Mon/Tues/Thurs/Fri: 0800-1500 hrs (space available 0800-1400) and Wed 0800-1200 hrs (space available 0800-1100). The MPF is CLOSED Federal holidays & Family days.

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

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

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

**OBSERVANCES IN OCTOBER:** 13 - Navy B-Day; 26 - Day of the Deployed; 27 - Navy Day.

**FAMILY DAYS AND HOLIDAYS IN OCTOBER:** Monday, 13 Oct, is Columbus Day, so we expect Friday, 10 Oct, to be a Family Day. As you know, Family 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.

**BUCKLEY SFB MILITARY RETIREE APPRECIATION DAY (RAD):** The Buckley SFB Retiree Appreciation Day (RAD) was held on Saturday, 20 Sep, from 0800-1230 at the Leadership Development Center, Building 1032, on base. We had ~54 different organizations that attended. DFAS was unable to send a representative to attend this year due to an Executive Order, but personnel from DFAS HQ did participate virtually using Microsoft Teams and we had a DFAS Trusted Agent from Buckley SFB attend in person to help folks with myPay issues. As always, we had plenty of food (breakfast burritos, yogurt, fruit, donuts, pizza,

hamburgers, hot dogs, trail mix, granola bars, assorted crackers, candy, cookies, brownie bites, tea, coffee, bottled water, etc.), lots of door prizes and a band for musical entertainment. One retiree who attended was an Army CWO who served for 38 years. While she was a nurse at Fitzsimons Army Hospital in Denver, one of her patients was President Dwight Eisenhower, who spent six weeks there recovering from a heart attack. About 450 of you attended throughout the day, which was a bit disappointing after the 750 we saw last year. **We have already scheduled the 2026 RAD for Saturday, 3 Oct.**

**MONTHLY TRICARE BRIEFINGS ON BUCKLEY SFB:** On the third Tuesday of each month there is a Tricare briefing in the Bldg 606 Military & Family Readiness Center (M&FRC) auditorium. The next one will be on **21 Oct.** You just need to call the M&FRC to “register” so they know there will be space for you to attend. 72-847-6681.

**AURORA VETERANS SALUTE:** On **Thursday, 13 Nov**, from 1000-1300 there will be a Veterans Salute at the Hyatt Regency Aurora-Denver Conference Center, 13200 E. 14<sup>th</sup>. This annual event will feature musical performances, a ceremony with the Buckley Color Guard and a sit-down lunch. The featured entertainment will be The Victory Three Trio. Tickets are now on sale for \$15 until Wednesday, 29 Oct. For information you can e-mail Jessica Brock at [jbrock@auroragov.org](mailto:jbrock@auroragov.org). More information at: [https://www.auroragov.org/things\\_to\\_do/events/veterans\\_salute](https://www.auroragov.org/things_to_do/events/veterans_salute)

**FEDERAL EMPLOYEE DENTAL & VISION INSURANCE PLAN (FEDVIP) OPEN SEASON:** Federal Benefits Open Season is your annual opportunity to enroll in, change, or cancel a FEDVIP dental and/or vision plan. Each year, open season typically runs from the second Monday in November through the second Monday in December. For 2026 plans, we expect the open season dates will be from 10 Nov - 8 Dec. Just a heads up so you can start preparing.

**MEDICARE OPEN ENROLLMENT PERIOD IN 2025:** If you are currently enrolled in a Medicare plan you should have your “Annual Notice of Change” document, which will list any changes in your plan coverage, service area or cost that will go into effect in 2026. You can use this to help decide if you want to change plans. According to the website, **open enrollment is 15 Oct - 7 Dec 2025 and changes will be effective Jan 2026.** During this time, you can: switch from Original Medicare to Medicare Advantage; switch from Medicare Advantage to Original Medicare; or switch from one Medicare Advantage plan to another. If you are already in a Medicare Advantage plan you can also change to another Medicare Advantage plan or to Original Medicare plus a Part D plan from 1 Jan - 31 Mar 2026. Remember, some Medicare Advantage plans from commercial providers (Blue Cross, Kaiser, Humana, GEHA, etc) offer “0 Premium” plans that will cost you no more out of pocket than your current Medicare Part B premium - **some of these plans may actually give some of your Part B premium back. Some Advantage plans offer benefits Original Medicare does not (free gym membership, dental/vision benefits, hearing aids, transportation to medical appointments, etc).** As always, you have to do your research to see which plans your current doctors take, where the plans are accepted (different states, etc), what the co-pays are, etc. in order to determine what plan best meets your needs. **Tricare for Life (TFL) functions as your “Medicare Supplement” whether you use Original Medicare or a Medicare Advantage plan.**

**NEED HELP WITH MEDICARE OPTIONS?** A health insurance broker can provide you with information regarding various Medicare Advantage carriers/plans. Just be aware these brokers generally focus on plans offered by insurers with whom they have a contractual arrangement (think Kaiser, Humana, Blue Cross, United Healthcare, etc). You can do a Google search to locate a health broker in CO. Another alternative is the counselors working in the federally funded **State Health Insurance Assistance Program (SHIP).** **These counselors provide free advice with no conflicts of interest** whereas brokers typically earn commissions from policies they sell. For example, a broker will get no commission if you select Original Medicare vs a Medicare Advantage plan. You can get additional info on SHIP and counselors in your area at the following link: <https://www.shiptacenter.org/> click on the “SHIP Locator” icon. For Colorado you can also call 1-888-696-

7213 or visit the following link: <https://doi.colorado.gov/insurance-products/health-insurance/senior-health-care-medicare>

**TRICARE OPEN SEASON:** Tricare Open Season is your annual opportunity to enroll in, change, or cancel a Tricare plan. **For 2026 plans, the open season dates will be 10 Nov - 9 Dec 2025.** TRICARE Open Season lets you change your healthcare plan for next year. Changes you make during this time start on 1 Jan 26.

**QUARTERLY MEDICAL GROUP TOWN HALL:** We expect the next Medical Group Town Hall to be held on **Wed, 15 Oct, from 1600-1700, at the Buckley SFB Chapel** with a fairly small turnout. These Town Halls are your opportunity to engage with pharmacy personnel face-to-face to express your concerns and ask questions, so we strongly encourage retirees with any pharmacy concerns to attend. These events are held every three months, usually on the third Wednesday of the month.

**SENIOR RESOURCE/WELLNESS FAIRS:** Get information and advice on aging well at the **Aging at Altitude Fall Expo**, happening Saturday, **25 Oct**, from 0830 to 1400 at the Boulder Jewish Community Center (JCC) (6007 Oreg Ave, Boulder, CO). This free community event brings together top professionals in health, nutrition, financial planning, real estate, home care, fitness, and more to help you navigate the opportunities and challenges of aging. Whether you're planning for the future or looking for ways to enhance your lifestyle today, you'll find valuable resources, engaging discussions, and practical solutions - all in one place. No registration is required. More info and exhibitor list at [Aging at Altitude - Through the generations EXPO - Prairie Mountain Media](#) The **Annual Senior Services Health and Wellness Resource Fair** at the Louisville Recreation & Senior Center-Main Lobby will take place on Friday, **3 Oct**, from 0900 - 1100. Learn about Finances, Home Care, Hospice, Housing, Nutrition, Support Groups, Transportation and more. No registration is required. For more information you can contact Katie Beasley at [kbeasley@louisvilleco.gov](mailto:kbeasley@louisvilleco.gov) or 303.335.4914.

**SOCIAL SECURITY, MEDICARE AND RETIREMENT INCOME WORKSHOPS:** The Aurora Medicare Guru will host “**Medicare Basics**” seminars on Monday, **6 Oct**, 1830-1930, Koelbel Library (5955 S Holly St, Centennial, CO 80121) and on Tuesday, **7 Oct**, 1930 - 2030, Smokey Hill Library (5430 S Biscay Cir, Centennial, CO 80015). You can register at [Oct 6 Medicare Seminar | Aurora Medicare Guru](#) and [Oct 7 Medicare Seminar | Aurora Medicare Guru](#) **Social Security workshop** at the Douglas County Library (360 Village Square Lane, Castle Pines, CO 80108) on Wed, **1 Oct**, from 1800 - 1900. You can reserve tickets at [Social Security Workshop in Castle Pines, CO Tickets, Wed, Oct 1, 2025 at 6:00 PM | Eventbrite](#) The Colorado Gerontological Society is having “**Medicare Monday**” **educational programs** this Fall. They are hosting both in-person and virtual Medicare informational sessions to assist current and future Medicare beneficiaries during the annual Open Enrollment Period from 15 Oct to 7 Dec 2025. During open enrollment, Medicare beneficiaries who are enrolled in Original Medicare can learn more about the upcoming changes in 2026. Medicare beneficiaries enrolled in a Medicare Advantage plan may want to review their current plan and can change to a new plan, should they wish to change. There is a list of locations and times for workshops in October and November at [Medicare Monday - 2025 Schedule - Colorado Gerontological Society](#) On **Thursday, 9 Oct**, and **13 Nov**, from 1330-1500, there is a Medicare 101 Workshop (in person) at the Malley Recreation Center (3380 S Lincoln St, Englewood). For info and to register see [Community Programs | City of Englewood, Colorado](#)

**WEIGHT LOSS MEDICATION COVERAGE CHANGES FOR TRICARE FOR LIFE CUSTOMERS:** **Weight loss drugs will no longer be covered for most TRICARE For Life (TFL) beneficiaries as of 31 Aug** - a policy change. TFL beneficiaries who have been prescribed a GLP-1 medication *for Type 2 diabetes* - such as Ozempic, Mounjaro, or Victoza - will maintain their coverage. For others, your provider may be able to offer alternative treatment options. The article at the following link details the upcoming changes and options. <https://newsroom.tricare.mil/News/TRICARE-News/Article/4266447/tricare-coverage-of-weight-loss-medications-what-to-know>

**VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB:** On **16 Oct**, 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 20 Nov. 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.

**GENERAL GRAY AREA RETIREE INFORMATION:** As National Guard and Reserve members near age 60, they reach several important milestones for military retirement pay and benefits. Whether they are retired awaiting pay or continue drilling until age 60, this transition requires you to take action so benefits begin on time. There are four primary considerations for reserve component members as they approach age 60.

#### TRICARE Health Benefits

At 60 years old, guard/reserve component retirees, and their eligible family members, can start using the same TRICARE versions as retired active-duty personnel. Prior to age 60 guard/reserve component members can use TRICARE Reserve Select or Retired Reserve, both of which require premiums. At age 60 they become eligible for standard TRICARE plans with much less expensive enrollment fees. Importantly, enrollment fees count toward a family's catastrophic cap, which further reduces overall health care costs. Your location can impact the availability of plans, which might include TRICARE Prime, TRICARE Select, TRICARE Overseas, and the US Family Health Plan. Guard/Reserve component retirees must contact TRICARE within 90 days of turning 60 or they will need to wait until another qualifying life event or an annual open season to enroll.

#### Military Retirement Pay

For Guard/Reserve personnel, age 60 typically marks the beginning of their retirement pay. Some members might be eligible to start earlier if they completed qualifying periods of active duty. No member can receive retirement pay before age 50. To qualify for military retirement pay, members must have completed at least 20 "good" years of service, as confirmed by their notice of eligibility (NOE or "Twenty Year" letter). Your retirement pay does **not** begin automatically; you have to apply in advance by filing your DD Form 2656 and any other supporting documentation. It's recommended you submit DD forms 108 and 2656 six to nine months before you turn 60. Each branch of the reserve component has its own process for submitting retirement pay applications. In the AF, HQ ARPC wants you to submit your package using the myFSS app.

#### Survivor Benefit Plan (SBP)

Depending on the election made when you received your notice of eligibility, you may need to make a decision about the military's SBP. SBP is essentially an annuity that will provide monthly payments to your spouse after you pass (typically 55% of your monthly pension). If you opt out of the plan or select reduced coverage, spousal consent is required. This ensures both parties are aware of the potential financial impact of not enrolling in full coverage.



## Retiree ID Card

Guard/Reserve component retirees should update military ID cards for themselves and their family members. This will provide continued access to base facilities, such as commissaries, and also indicate TRICARE medical coverage.

**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](#)

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

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

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

## October:

Wicked Wings

- o Dates: 10/7, 10/15, 10/22, 10/30
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/wicked-wings-tour/>

#### Breakfast Fly-In and Treats on the Tarmac

- o Date: 10/11
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/breakfast-fly-in-and-treats/>

#### Aviation Merit Badge Program

- o Date: 10/18
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/aviation-merit-badge-oct/>

#### Little Wings

- o Date: 10/18
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/little-wings-plane-spotting-oct/>

#### Painted Planes and Pumpkins

- o Date: 10/19
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/painted-planes-pumpkins/>

#### Sensory Friendly Hours

- o Date: 10/26
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/sensory-friendly-hours-oct/>

### PHARMACY OPERATIONS:

The pharmacy upgraded their Audiocare refill line on 4 Nov 24 and the new refill number is 720-615-2857. For patients interested in text notifications of when their prescriptions are ready, please speak to a pharmacy team member to enroll - have your cell phone number and carrier/company available. You can call 720-847-7450 if you need to speak to someone in the pharmacy.

The pharmacy will normally close at 1500 on the last Friday of each month. There is a lot of good information on the pharmacy website - here is the link: [460th Medical Group - Buckley Space Force Base > Health Services > Pharmacy \(tricare.mil\)](#) The site also lists a phone number for the Pharmacy Patient Relations/Advocate, which is 720-847-6603. The e-mail for the advocates is: [usaf.buckley.460sw-mdg.mbx.pharmacy-patient-advocate@mail.mil](mailto:usaf.buckley.460sw-mdg.mbx.pharmacy-patient-advocate@mail.mil).

### New Prescriptions

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

Electronic prescriptions will automatically be activated

Hardcopy prescription activation is via the Pharmacy DROP BOX

Urgent prescriptions will be ready the same day

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

## Refills

There is a 5 duty-day turnaround - after 1400

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

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

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

Monday, Tuesday, Thursday, Friday: 0730-1630

Wednesday: 0930-1630

Thursday Extended Hours: 1630-1730 *\*Pick-Up Only*

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

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

Monday - Friday: 1300-1600

## **FUTURE CLOSURES:**

10 Oct	Readiness Training
13 Oct	Holiday - Closed
31 Oct	MDG Function - Open 0730-1500
10 Nov	Training
11 Nov	Holiday – Closed
27 Nov	Holiday - Closed
28 Nov	Training
25 Dec	Holiday – Closed
26 Dec	Training

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

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

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

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

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

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

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

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

Eligibility requirements:

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

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

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

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

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



**LEGAL OFFICE OPEN FOR RETIREES & DEPENDENTS:** Legal provides **limited** legal assistance services for military retirees and their dependents. **Wills for retirees and dependents will only be done on Thursdays of each week from 1300 to 1500 and you must have an appointment.** For notary services and powers of attorney, walk-ins for retirees are available on Mon-Thurs from 0800-1200. Retirees have the option of conducting their legal assistance appointment by telephone or in person. Legal expects the will appointments to fill up very quickly and they will **not** have a “waitlist.” Thus, legal may ask that retirees call back in 2-3 weeks to check for open appointments once they are booked for several weeks. **Prior to scheduling an appointment for a will, medical directive or power of attorney, legal will require a ticket # or worksheet, as well as your DoD ID Number** which is located in the lower right front of the old (DD Fm 2) ID card (10-digit number). You can obtain a ticket # from the AF legal assistance website at [U.S. Air Force Legal Assistance \(AFLASS\)](#) when you go to the site to fill out the required information for whatever document it is you want completed. **If you call legal to make an appointment, they will not give you an appointment unless you have the ticket number issued by the website.** You may not be able to reach someone at 720-847-6444 in legal to schedule an appointment. The voice message may direct you to send an e-mail to [460sw.ja.wf@us.af.mil](mailto:460sw.ja.wf@us.af.mil) to schedule an appointment and include the following:

Name

DoD ID Number

Rank

Military Status

Phone #

Ticket Number (you get after filling out forms online)

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

**PRESCRIPTION OPTIONS WHEN BASE PHARMACY IS CLOSED:** Resourcing for DoD pharmacies does not provide staffing for extending hours for an on call or emergency service as a standard. The Buckley SFB pharmacy is not resourced that way as the surrounding area is able to support emergence prescription needs. In delivering the Tricare Benefit, the option for utilizing the prescription benefit outside of Buckley Pharmacy open hours is to utilize an in-network pharmacy in the surrounding area. Using the Express Scripts In-Network Pharmacy locator (<https://www.express-scripts.com/frontend/standalone-ui/#/find-a-pharmacy/commercial-oe/search>), there are two pharmacies in the surrounding area providing 24-hour pharmacy availability (Walgreens @12051 E Mississippi Ave in Aurora and CVS @4005 E 8<sup>th</sup> Pl in Denver).

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

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

- See when your prescriptions are ready to be picked up.

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

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

**(RRCC):** We hear from a lot of Gray Area retirees from all Services, typically as they are approaching 60, start working on their retirement packages, and have questions or run into problems. On 1 Jun 23 ARPC activated a Reserve Retirement Counseling Center (RRCC) to help AF Reservists or Guard members working on their retirement package. If you click the link below it will tell you a little about this group.

[ARPC activates new retirement services initiative > Air Reserve Personnel Center > Article Display \(af.mil\)](#)

RRCC Contact Info: 800-682-1929, E-mail: [arpc.dpt.rrcc@us.af.mil](mailto:arpc.dpt.rrcc@us.af.mil)

**BUCKLEY SFB COMMUNITY CENTER EVENTS:** The Buckley Community Center has upcoming trivia nights, and more. You can see info on their activities on the Community Center Facebook page at: [Buckley Community Centers | Facebook](#)

## **HOW TO CREATE A MYPAY ACCOUNT WITH DEFENSE FINANCE & ACCOUNTING SERVICE**

**(DFAS):** If you don't have a MyPay account with DFAS I recommend you create one. With your own account you can download your Form1099 for taxes, print a copy of your Retiree Account Statement (RAS), set up beneficiaries for Arrears of Pay, update your mailing and e-mail address, adjust federal and state withholding for taxes, etc. You start by requesting an initial password on the myPay homepage ([myPay Web Site \(dfas.mil\)](#)) using the "Forgot or Need a Password" link. The password will be mailed to the address you have on file with DFAS and you will receive it in about 10 business days. Once you receive your password in the mail, you return to the myPay homepage and log in with your social security number and the password you received in the mail to create your myPay profile. DFAS has a downloadable step-by-step Get Started Guide to myPay on their website and a how-to video on the DFAS YouTube channel. For additional info on obtaining a MyAccount you can visit: <https://www.dfas.mil/retiredmilitary/manage/mypay/>

**HOW TO REACTIVATE MYPAY ACCOUNTS:** Some of you may only use myPay once a year to get your 1099-R during tax season and when you do try to access your account, you discover your password is expired, lost, or forgotten. If your myPay account is in an inactive status because your password has expired, you can follow the steps below to reactivate your account.

1. Go to <https://mypay.dfas.mil> in your web browser on a computer or connected device.
2. Click on the "Forgot or Need a Password?" link
3. Enter two of the following: your Login ID, Social Security Number and/or registered email address (previously registered in myPay). Check the box affirming you are the account owner and click "Continue."
4. If you previously set up the security questions, you'll be presented three security questions to answer. When finished answering the questions, click "Check my Answers."
5. If you answer the security questions correctly, you will be able to reset your password online.

If you haven't set up security questions, or answer them incorrectly, you'll get the option to have a temporary password sent to you. You can choose to send the temporary password to: A) Your mobile phone via text if your mobile phone number is registered in myPay; OR, B) The mailing address you have on file with DFAS in your pay account. When you receive the temporary password, go back to myPay and log in to reactivate your account. If you need assistance accessing your myPay account, please contact the myPay Customer Care Center toll-free at 1-888-332-7411, select option 5 or at 1-317-212-0550.

**MYPAY SUPPORT AT DEFENSE FINANCE & ACCOUNTING SERVICE (DFAS):** For problems using myPay, or establishing/changing your myPay password, contact the DFAS Centralized Customer Support Unit toll-free at 1-888-332-7411 or commercial at (216) 552-5096. This support line is available Monday through Friday, 0800 to 1700, Eastern Time. The Centralized Customer Support Unit can also provide assistance on how to use the options available to you in myPay. The support unit will also provide support for establishing and changing your password.

**HOW TO UPDATE YOUR DEERS INFORMATION:** When your life changes, make sure you update the Defense Enrollment Eligibility Reporting System (DEERS). Wrong information in DEERS can prevent you from using your TRICARE benefits properly. There are four ways to update your contact information in DEERS:

- Online via milConnect
- By phone: 800-538-9552 (TTY/TDD: 866-363-2883)
- By fax: 831-655-8317
- By mail:  
DMDC Support Office  
Attn: COA  
400 Gigling Road  
Seaside, CA 93955-6771

You also need to update your information with:

- Your regional contractor
- The pharmacy contractor
- Your dental contractor (if you have dental coverage)
- Your doctors

**LIFE CHANGING EVENT? KEEP DFAS INFORMED:** Ensuring your retired pay comes to you accurately and on time is the primary goal at DFAS. To do this, they need your help to keep your account up to date.

*Keeping your account up to date includes making sure your mailing address, banking information, allotments, tax withholding status, and your beneficiary choices are current. Be sure to report any change of life events as soon as they happen. These life-changing events include:*

- Marriage
- Divorce
- Death of a spouse or child
- Birth or adoption of a child

Some changes, especially those regarding SBP, have a one-year time limit, so it is very important that DFAS is notified of life-changing events when they happen. When you notify them, be sure to include supporting documents, such as birth or marriage certificates. Keeping your contact information updated is also key to staying informed. DFAS occasionally sends out correspondence regarding changes in the law that affect your pay, and a new Retired Account Statement (RAS) is sent when your net pay changes (unless you are on **myPay** where the new RAS is available online). **If your mailing address is not correct and you are not on myPay, they have no way of notifying you about changes. The easiest way to stay up to date is to use myPay. You can use myPay to change your mailing address, your direct deposit information, Survivor Benefit Plan (SBP) coverage, certain allotments and your tax withholding status. You can create a myPay account at <https://mypay.dfas.mil/>**

## **Reporting the Death of a Retiree**

Do your loved ones know who to contact in the event of your death? Casualty Assistance Representatives (CARs) stand ready to lend a hand with your casualty assistance needs. Call them for an appointment to talk about what you should have ready for your loved ones in the event of your passing. **If you are not sure who your**

AF Casualty Assistance Representative (CAR) is, you can call 877-353-6807, enter your zip code, and you will be automatically transferred to the base CAR responsible for your area.

**Buckley SFB Casualty Assistance Office (Loretta Lopez) - CAR/SBP Rep .... 720-847-6946**

Retired Air Force.....	1-877-353-6807
Retired Army.....	1-800-626-3317
Retired Coast Guard.....	1-800-772-8724
Retired Marines.....	1-800-847-1597
Retired Navy.....	1-800-368-3202
Retired Civil Service.....	1-888-767-6738
Receiving VA Compensation.....	1-800-827-1000
Social Security Administration.....	1-800-772-1213

**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.**