

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

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

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

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

These hours are totally dependent on volunteer availability!

Director: Steve Young, Lt Col, USAF, Ret

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

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

For folks not comfortable making ID card appointments with the Buckley SFB AF Military Personnel Flight (MPF) using the RAPIDS website, you can call the MPF at 720-847-4357, Option 2. If no one answers you will be able to leave a message, after the beep, and (we're told) someone will call you back. The MPF requests your message just leave your name, contact information and basic need, i.e. you need to make an appointment, you have a policy question etc. You can also e-mail 460fss.fsmps.customerservice@us.af.mil Bldg 606 ID card hours are Mon/Tues/Thurs/Fri: 0800-1500 hrs (space available 0800-1400) and Wed 0800-1200 hrs (space available 0800-1100). The MPF is CLOSED Federal holidays & Family days.

Retiree & Dependent ID Cards (Appts Only)

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

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

OBSERVANCES IN JULY: 4 - Independence Day; 27 - Korean War Veterans Armistice Day; 28 - National Buffalo Soldiers Day and 29 - Army Chaplain Corps Anniversary.

FAMILY DAYS AND HOLIDAYS IN JUNE: Friday, 4 July, is a Independence Day, so we expect Monday, 7 July, to be a Family Day. As you know, Family Days impact various operations on base (Pharmacy, MPF ID card section, 6th Ave Gate, etc.) so keep that in mind if you have things to do on base during those days.

QUARTERLY MEDICAL GROUP TOWN HALL: The next Medical Group Town Hall is scheduled for **Wed, 16 July**, from 1600-1700, at the Buckley SFB Chapel (Bldg 316 - across from the A-Basin CDC). 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 15 Oct.**

ELIZABETH CELTIC FESTIVAL: The town of Elizabeth will host a Celtic Festival on **19 & 20 July** at Casey Jones Park in Elizabeth, CO. There will be Scottish food, beers & ales, Celtic music, Scottish games, local artisans, merchants, etc. Admission is \$15 for adults 18-64 and \$10 for Seniors 65+, military (includes retirees) and first responders. Parking is \$5. For more info see <https://www.elizabethcelticfest.org>

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

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

VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB: On **17 Jul**, 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 21 Aug. For more info, you can contact Ms. Stephanie Rozmarich at 460MSS.DPF@us.af.mil or call 720-847-6681.

CASTLE ROCK VA CLINIC: The Castle Rock VA Clinic, which opened on 19 May, is a 24,000 sq. ft. facility that serves more than 8,000 Veterans in six surrounding Colorado counties. For more information check out their website at [Castle Rock VA Clinic | VA Eastern Colorado Health Care | Veterans Affairs](#)

UPDATED TRICARE PUBLICATIONS ONLINE: TRICARE has updated its entire publications suite with the latest information about your health plan. The new publications now include current details like how to find your TRICARE region, how to contact your regional contractor, and what you'll pay for care. You can view the publications available at the following website [Publications | TRICARE](#)

TRICARE AND EYE EXAMS: Did you know that as a TRICARE Prime beneficiary, you are eligible for routine eye exams? According to a Tricare [newsletter](#) dated 10 Jun 25, Tricare covers "one eye exam every two years for retirees and their family members enrolled in TRICARE Prime or TRICARE Young Adult-Prime." For more information about this benefit and other vision coverage options, check out the article [here](#).

SPECIAL NEEDS TRUSTS & SBP: If you have a disabled dependent child you may be eligible to direct payment of a Survivor Benefit Plan (SBP) annuity to a Special Needs Trust (SNT). An SNT is a legal instrument specifically designed for the benefit of a person with a disability. To be eligible to elect the option to cover the SNT under SBP, the member or retiree must have previously elected Spouse and Child or Child Only coverage for a disabled child under the SBP. There must also be an established and certified SNT.

If the member is alive and if they have previously elected Spouse and Child or Child Only coverage under the SBP, they may make the designation to direct payment on behalf of a beneficiary to a SNT at any time. After the death of a member or retiree, if the member or retiree had elected Spouse and Child or Child Only coverage under the SBP, any surviving parent, grandparent or court appointed legal guardian may make the designation on behalf of a beneficiary.

For more information on updating SBP beneficiaries visit <https://www.dfas.mil/changesbp>.

For additional information, and to view the DFAS downloadable Special Needs Trust checklist please visit the webpage <https://www.dfas.mil/sbpsnt>

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

July:

- Breakfast Fly-In
 - Date: 7/12
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingsmuseum.org/events/breakfast-fly-in-july/>
- Cockpit Demo Day
 - Date: 7/12
 - Wings Over the Rockies Air & Space Museum
 - <https://wingsmuseum.org/events/cockpit-demo-day-july/>
- Adult Summer Drone Class
 - Date: 7/13
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingsmuseum.org/events/adult-summer-drone-class/>
- Teen Summer Drone Class
 - Date: 7/14
 - Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
 - <https://wingsmuseum.org/events/teen-summer-drone-class/>

MEDICATION NATIONAL STOCK SHORTAGE: The pharmacy has notified us they will be including a memo in patient pick-up bags. The memo is regarding national stock shortages causing them to limit a lot of medications to 30-day supplies. It will also encourage beneficiaries to utilize Express Scripts since they have more stock on medications to support 90-day refills. The shortage of supplies is an ongoing issue amongst all DoD Military Treatment Facilities (MTFs). **The RAO can't do anything about this situation.** If it is an issue for you, one option you have is to contact your congressman and voice your concerns to draw Congress' attention to the situation. You can find your congressmen using the following website: [Find Your Members in the U.S. Congress | Congress.gov | Library of Congress](#)

PHARMACY OPERATIONS:

The pharmacy upgraded their Audiocare refill line on 4 Nov 24 and the new refill number is 720-615-2857. **For patients interested in text notifications of when their prescriptions are ready, please speak to a**

pharmacy team member to enroll - have your cell phone number and carrier/company available. You can call 720-847-7450 if you need to speak to someone in the pharmacy.

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

New Prescriptions

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

Electronic prescriptions will automatically be activated

Hardcopy prescription activation is via the Pharmacy DROP BOX

Urgent prescriptions will be ready the same day

Routine prescriptions ready after 1400 on the 2nd duty day

Refills

There is a 5 duty-day turnaround - after 1400

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

BUCKLEY PHARMACY HOURS OF OPERATION:

Lobby Hours of Operation:

Monday, Tuesday, Thursday, Friday: 0730-1630

Wednesday: 0930-1630

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

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

Drive-Thru Hours of Operation:

Monday - Friday: 1300-1600

FUTURE CLOSURES:

4 July Holiday - Closed all day

7 July Family Day - Closed for training

25 July MDG Function - Closed starting at 1500

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

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

- [online services](#), where many transactions can be completed conveniently and securely, and

- [automated services](#) available on their National 800# at 1-800-772-1213.

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

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

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

SGT DANIEL D. GURR FOUNDATION: Based in Vernal, Utah, the Sgt. Daniel D. Gurr Foundation was created to honor U.S. Army Ranger Sgt Daniel D. Gurr, who was killed in action in Afghanistan in 2011. The foundation provides meaningful programs for veterans, deployed service members, and families of the fallen. **The foundation's signature initiative offers fully funded therapeutic wilderness hunts for wounded veterans from all branches.** These remote experiences provide camaraderie, healing, and a connection with nature, and veterans have described them as transformative. Wounded veterans and those experiencing lasting military service impacts are eligible to apply. Families of fallen service members may also request support. All programs are free of charge. Applications are available on the foundation's website. To apply visit: www.danielgurrfoundation.org. Phone: (435) 790-3933, E-mail: danielgurrfoundation@gmail.com

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**.

OVATION HOSPICE FACILITY AND THE "WE HONOR VETERANS" PROGRAM: "We Honor Veterans", a program of the National Hospice and Palliative Care Organization (NHPCO), in collaboration with the Department of Veterans Affairs (VA), introduces hospices, state hospice organizations, government agencies, Hospice-Veteran Partnerships and VA facilities to a pioneering program focused on respectful inquiry, compassionate listening and grateful acknowledgment. By recognizing the unique needs of America's Veterans and their families, community providers, now including Ovation Hospice of Denver, in partnership with VA staff, accompany and guide Veterans through their life stories toward a more peaceful end-of-life care. We Honor Veterans provides educational tools and resources in advancing these preeminent goals: Promote Veteran-centric educational activities; Increase organizational capacity to serve Veterans; Support development of strategic partnerships; and Increase access and improve quality of services and end-of-life care.

As part of their partnership with the NHPCO and the VA, Ovation Hospice will offer a strategic program of Veteran-to-Veteran volunteer opportunities to provide critical comradeship and companionship designed specifically to meet the needs of Veterans, and their families, who are often the primary caregivers for Veterans end-of-life care. Comprehensive training for new volunteer prospects will be provided. Such partnership helps advance the goal of allowing Veterans to stay in their own homes for as long as possible.

Ovation Hospice seeks to attract interested military Retirees to its new volunteer program opportunities. New volunteers working through the Veteran-to-Veteran Volunteer Program will receive training materials including printed information, as well as video presentations of relevant topics for those providing companionship and camaraderie to Veterans at end-of-life. Ovation Hospice does not require a minimum number of hours of service from its volunteers. It is up to the Volunteers how much time they want to invest with our Veteran hospice patients. **There is an application process that will include a background check for the State of Colorado, as well as a background check through the Colorado Adult Protective Services database. Training normally takes an investment of four to five hours of time,** along with study materials that Volunteers receive to take home with them.

The National Hospice and Palliative Care Organization gives ongoing inspiration, practical guidance, and legislative representation to hospice and palliative care providers, as well as to the primary caregivers of Veterans residing in their own homes or care facilities such as assisted living centers, so they can enrich experiences for patients and ease caregiving responsibilities and emotional stress for families. By providing caregivers with the essential tools, they need to stay current with leading practices, understand policy changes, and improve their quality of care, NHPCO addresses the challenges that providers and caregivers navigate daily and offers a wealth of expert knowledge and step-by-step solutions to fill the gaps.

For more information on the Veteran-to-Veteran Volunteer Program with Ovation Hospice through *We Honor Veterans*, contact: Mary Ozanic, Volunteer Coordinator, on her personal cellphone at: 720-469-0499 or email her at: mozanic@ovationhospice.com.

QUALIFIED LISTENERS: Qualified Listeners Corp. (QL), a 501(c)(3) nonprofit founded in 2017 in Weld County, helps Veterans by carefully listening to them and finding them resources. Their mission is to help Veterans and their families find more peace in their lives and, ultimately, reduce the number of Veteran suicides. QL is a resource hub, providing a variety of services and connections to Veterans and their families. They currently serve over 2500 Veterans and family members from Colorado, Wyoming, and New Mexico and are experiencing significant growth. While they work with the VA on various issues, they also provide specific services that the VA doesn't: transport vets *and family members* to medical appointments at private provider facilities; pick up at vets home, wait for procedure to be completed and return them to their home: run errands for vets and family members, i.e, grocery shop, pickup prescriptions, post office, etc.; connect veterans to appropriate resources vetted by QL; connect veterans to veterans if they want to talk to someone in their branch, era, military experience; provide financial assistance for rent, utilities, vehicle payment/repair, and other necessary life-needs; etc. They also provide donated mobility devices, donated furniture and household items, ARC Thrift Store vouchers, etc. For more information on this organization, please see <https://qualifiedlisteners.org>.

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

OVERSEAS TRAVEL AND TRICARE FOR LIFE: With summer coming up, some of you on Medicare may be planning a trip overseas. If so, you should know that TRICARE For Life (TFL) works differently overseas. As you know, TFL is Medicare wraparound coverage, which means if both Medicare and TRICARE cover a health care service, TRICARE pays last. Medicare provides coverage in the United States and U.S. territories, as well as health care services you get on ships in U.S. territorial waters. However, Medicare **doesn't** provide coverage in any other overseas locations. This means TRICARE is the primary payer for TRICARE covered services you receive overseas, unless you have other health insurance (OHI), in which case that plan always pays first. All TFL beneficiaries are subject to the TRICARE catastrophic cap, deductibles, and cost-shares. Pre-authorization may be required for some care. Use the TRICARE Compare Cost Tool (<https://www.tricare.mil/Costs/Compare>) to find the costs associated with TFL stateside and overseas.

When overseas, you can get care at military hospitals and clinics, if space is available, or from civilian providers, as described in the TRICARE For Life Handbook

https://www.tricare.mil/Publications/Handbooks/tricare_for_life You can use the Overseas Provider Directory (<https://www.tricare-overseas.com/beneficiaries/resources/provider-search>) to find an International SOS network provider near you. International SOS is the TRICARE Overseas Program administrator. If you see a civilian provider, be prepared to pay up front. Be sure to ask the provider for an itemized bill and be sure to keep your receipt as proof of payment. If you're traveling overseas, you may want to consider buying travel

insurance if you don't want to pay up front for health care.

After you pay for care, you can file a claim with International SOS for reimbursement. You must submit proof of payment with all claims for care you receive overseas. Additionally, you must file claims with the claims processor for the overseas areas where you got care. Remember to file within three years of either the date of service or the date of inpatient discharge. Contact your TRICARE Overseas Program Regional Call Center (<https://www.tricare-overseas.com/contact-us>) and choose option 2 for claims assistance.

There may be no limit on the amount TRICARE nonparticipating, non-network providers charge you overseas. Keep in mind, you're responsible for paying your deductible, cost-shares, and any amount that exceeds the TRICARE-allowable charge.

While overseas you can fill prescriptions at military pharmacies or through non-network overseas pharmacies. For non-network pharmacies you'll pay the full cost up front and file a claim with International SOS for reimbursement. Be sure to submit proof of payment with all overseas pharmacy claims. This includes an itemized bill or invoice.

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

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

DFAS CUSTOMER GUIDE TO ONLINE TOOLS: You can access this customer guide directly at the following link:
https://www.dfas.mil/Portals/98/Documents/RetiredMilitary/askDFAS%20Online%20Tool%20Guide%20Retirees%20and%20SBP%20Annuitants%20May2024.pdf?ver=5JPcRQ_O5c7cW9DZ4R6EAQ%3d%3d

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

schedule an appointment. The voice message may direct you to send an e-mail to 460sw.ja.wf@us.af.mil to schedule an appointment and include the following:

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

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

PRESCRIPTION OPTIONS WHEN BASE PHARMACY IS CLOSED: Resourcing for DoD pharmacies does not provide staffing for extending hours for an on call or emergency service as a standard. The Buckley SFB pharmacy is not resourced that way as the surrounding area is able to support emergence prescription needs. In delivering the Tricare Benefit, the option for utilizing the prescription benefit outside of Buckley Pharmacy open hours is to utilize an in-network pharmacy in the surrounding area. Using the Express Scripts In-Network Pharmacy locator (<https://www.express-scripts.com/frontend/standalone-ui/#/find-a-pharmacy/commercial-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.

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

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

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

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

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

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

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

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

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

- Online via [milConnect](#)
- By phone: 800-538-9552 (TTY/TDD: 866-363-2883)
- By fax: 831-655-8317
- By mail:

DMDC Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771

You also need to update your information with:

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

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

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

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

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

Reporting the Death of a Retiree

Do your loved ones know who to contact in the event of your death? Casualty Assistance Representatives (CARs) stand ready to lend a hand with your casualty assistance needs. Call them for an appointment to talk about what you should have ready for your loved ones in the event of your passing. **If you are not sure who your AF Casualty Assistance Representative (CAR) is, you can call 877-353-6807, enter your zip code, and you will be automatically transferred to the base CAR responsible for your area.**

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

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

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.