

**Buckley SFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - November 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 0900-1200

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

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

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

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

For folks not comfortable making ID card appointments with the Buckley SFB AF Military Personnel Flight (MPF) using the RAPIDS website, you can call the MPF at 720-847-6657, Option 2 (temporary number until - 4357 is working again). If no one answers you will be able to leave a message, after the beep, and (we're told) someone will call you back. The MPF requests your message just leave your name, contact information and basic need, i.e. you need to make an appointment, you have a policy question etc. You can also e-mail [460fss.fsmps.customerservice@us.af.mil](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 NOVEMBER:** 10 - Marine Corps B-Day (250<sup>th</sup>); 11 - Veteran's Day.

**FAMILY DAYS AND HOLIDAYS IN NOVEMBER:** Tuesday, 11 Nov, is Veteran's Day, so we expect Monday, 10 Nov, will be a Family Day. Thursday, 27 Nov, is Thanksgiving, so we expect Friday, 28 Nov, will 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.

**VETERAN'S APPRECIATION BREAKFAST:** On **Friday, 7 Nov**, from 0900-1030 at the Malley Recreation Center (3380 S. Lincoln St, Englewood) there will be a complimentary breakfast for veterans and a spouse/partner to honor your service. Songs will be performed by the Denver Dolls. Space is limited so you must register. For more info, and to register, go to the following link: [Veteran's Appreciation Breakfast | City of Englewood, Colorado](#) You can also contact Christine Leahy at 303-762-2667.

**MARINE CORPS ANNUAL VETERAN'S DAY CEREMONY:** The USMC Memorial Foundation invites you to their Annual Veterans Day Ceremony on Saturday, 8 Nov. The Official Ceremony begins at 1400 at the U.S. Marine Corps Memorial (16899 W. Colfax Ave, Golden, CO 80401) - please arrive early. Parking is available in the bank lot across the street and across from Home Depot. It's a short walk from there to the Memorial. Handicapped drop-off is available directly in the Memorial lot. The Guest Speaker is FMF Corpsman, Navy SEAL, and Martial Arts Hall of Famer Jesse "Voodoo" Clay. A world-class martial artist, Navy veteran, and SEAL Team operator, Jesse Clay brings an inspiring story of service, courage, and discipline. They will also be celebrating 250 years of the Marine Corps, Navy, and Army - a milestone of honor, duty, and sacrifice.

**VETERANS CEREMONY AT LITTLETON WWII MEMORIAL:** On Tuesday, 11 Nov, at 1100, there will be a ceremony at the Littleton WWII Memorial in Ketrang Park (6000 South Gallup St, Littleton, CO 80120). The ceremony will include musical performances by the El Jebel Pipe Band and the Littleton United Methodist Church choir, personal remembrances from the public, the laying of flowers on the memorial, and speeches by veterans. Weather permitting, the event may feature a military flyover. More info at the following link: [Veteran's Day Memorial - Veteran's Day Memorial - Visit Littleton Colorado](#) You can also e-mail [jwbunch982@gmail.com](mailto:jwbunch982@gmail.com)

**VETERAN'S DAY CEREMONY AT BUCKLEY SFB EXCHANGE:** On **Mon, 10 Nov**, at 1100 the Base Exchange will be holding a Veterans Day ceremony. There will be giveaways, cake and drinks and some members of base leadership may be speaking. (You can call the Exchange for details - 720-859-9626)

**VETERANS DAY FREE MEALS, DEALS AND CELEBRATIONS:** Here is a link to just one website listing deals for Veteran's Day: [2025 Veterans Day Free Meals and Restaurant Deals and Discounts | Military.com](#) You can find lots of other links by just Googling something like "2025 free veteran's day meals in Denver." These sites are updated all the time so check back frequently. In my opinion, Olive Garden has one of the best deals as they offer a full meal (you choose from a limited menu), and I have gone there several times in the past. You can also find various events around Denver that celebrate Veteran's Day by Googling.

**DENVER VETERAN'S DAY PARADE & FESTIVAL:** On **Saturday, 8 Nov, at 1030** there will be a Parade that starts at City Park. This family-friendly event offers FREE admission, a music stage, kids & family activities, military displays, and vendors. More info at the following link: [Denver Veterans Day](#)

**ARAPAHOE COUNTY VETERAN SERVICE OFFICE (VSO) OPEN HOUSE:** There will be an Open House at the Arapahoe County VSO Aurora Location (15400 E. 14th Pl., Aurora 80011) on **Thursday, 13 Nov, from 1500 - 1800**. The VSO has expanded to better serve veterans and now offers:

- **On-site mental health services** through the Denver VetCenter
- **Non-narcotic pain therapy** provided by the Healing Warriors Program
- **Meal kits and nutrition support** from Soldiers' Angels

Enjoy some light refreshments, see their new Healing Space and mural, and meet their partners from the Healing Warriors team, VetCenter, and Adams County.

**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 **18 Nov (assuming the government shutdown is resolved)**. 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)

**BUCKLEY SFB SNOWLINE:** With winter right around the corner base operations are sometimes impacted by snow/weather. Sometimes there is delayed reporting for non-mission essential personnel, the 6<sup>th</sup> Ave gate hours may be impacted, the ID card section and/or pharmacy may have delayed openings, etc. If the weather forecast is calling for snow you may want to check the Buckley SFB Facebook page ([Buckley Space Force Base | Facebook](#)) or call the Snowline (720-847-7669) for the latest base information before you head to base.

**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.

**CRAFT AND HOLIDAY FAIRS:** The **Covenant Living Holiday Market** will take place on **Friday, 7 Nov,** at Covenant Living of Colorado (9153 Yarrow St., Westminster). The **33<sup>rd</sup> Annual Castle Rock Craft Show**

will take place on **Saturday, 8 Nov**, from 0900 - 1600 at the Douglas County Events Center (500 Fairgrounds Rd, Castle Rock, CO 80104). There will be over 100 vendors, door prizes, a silent auction, a quilt raffle, book sale, wreath auction, concessions and more. For more info call 303-688-9498. The **Fort Collins Holiday Artisan Market** will take place on **Friday & Saturday, 28/29 Nov**, from 1000 - 1600, at the Fort Collins Senior Center (1200 Raintree Dr, Ft Collins 80526). Find uniquely crafted holiday gifts at this craft fair with more than 100 artisans and crafters.

**SENIOR RESOURCE/WELLNESS FAIRS:** The **Aurora Senior Expo** will take place on **Tuesday, 11 Nov**, from 1000 - 1300 at Fieldhouse USA (14200 E Alameda Ave., Aurora). 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. More info at [Aurora Senior Expo | Senior Expo USA](#) The **Estes Park Wellness Fair** will take place on **Saturday, 8 Nov**, from 0900 - 1200 at the Estes Valley Community Center (660 Community Drive, Estes Park, CO 80517). For more information you can call the Community Center at (970) 480-1331. The **first annual Fort Lupton Resource Fair** will take place on **Friday, 21 Nov**, from 1000 - 1200 at the Fort Lupton Recreation Center (203 S Harrison Ave, Ft Lupton 80621) Information on Medicare, Medicaid, Assisted Living, Hospice, Health Care Providers, etc.

**SOCIAL SECURITY, MEDICARE AND RETIREMENT INCOME WORKSHOPS:** The Aurora Medicare Guru will host a “**Medicare Basics**” seminar on Saturday, **22 Nov**, 1000 - 1100, Smokey Hill Library (5430 S Biscay Cir, Centennial, CO 80015). You can register at [November 22nd - Medicare Seminar | Aurora Medicare Guru](#) 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 November and December at [Medicare Monday - 2025 Schedule - Colorado Gerontological Society](#) On **Thurs, 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](#)

Defined Wealth (1710 Jet Stream Drive, Suite 115, Colorado Springs) will offer **Social Security workshops** on Tuesday and Thursday, **11 & 13 Nov**. You can call (888) 405-7340 to register. The American Financial Education Alliance will hold a **Social Security Benefit Options seminar** on Wed, **12 Nov**, from 1800 - 1930, at the Front Range Community College Boulder County Campus – Longmont (2121 Miller Dr, Longmont 80501). For more info, and to register, see [Welcome to AFEA:: American Financial Education Alliance - Event](#)

**VA DISABILITY BENEFITS CLAIMS ASSISTANCE ON BUCKLEY SFB:** On **20 Nov**, 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 18 Dec. 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.

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

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

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

## **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 Nov | Readiness Training |
| 11 Nov | Holiday - Closed   |
| 27 Nov | Holiday - Closed   |
| 28 Nov | Readiness Training |
| 25 Dec | Holiday - Closed   |
| 26 Dec | Training           |

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

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

#### **November:**

##### **Wings' Fall Food Drive**

- o Dates: 11/1 - 11/30
- o Both locations
- o <https://wingsmuseum.org/events/wings-fall-food-drive-25/>

##### **Breakfast Fly-In and Food Drive**

- o Date: 11/8
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/breakfast-fly-in-nov/>

##### **Cockpit Demo Day**

- o Date: 11/8
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/cockpit-demo-day-nov/>

#### SCFD Free Day

- o Date: 11/8
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/scfd-free-day-museum/>

#### Free Night at the Museum

- o Date: 11/8
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/free-night-at-the-museum/>

#### United States Marine Corps 250th Birthday Ball Celebration

- o Date: 11/9
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/marine-corps-birthday-ball/>

#### Veterans Day

- o Date: 11/11
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/veterans-day/>

#### Little Wings: Plane Spotting

- o Date: 11/15
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/little-wings-plane-spotting-nov/>

#### Veterans Coffee Hour

- o Date: 11/22
- o Wings Over the Rockies Air & Space Museum
- o <https://wingsmuseum.org/events/veterans-coffee-hour/>

#### STEM DAY

- o Date: 11/22
- o Exploration of Flight at Centennial Airport (13005 Wings Way Englewood, CO 80112)
- o <https://wingsmuseum.org/events/stem-day/>

**WREATHS ACROSS AMERICA:** The National Wreaths Across America Day for Fort Logan will be held on **Saturday, 13 December**, 2025. All sponsored wreaths in 2025 will be placed following the Ceremony by volunteers. If you have a Grave Specific Wreath you are placing yourself, those will be placed starting at **???**. This is to allow you quiet time with your loved one. No wreaths will be handed out any sooner than the times indicated. This is a National Ceremony, and Ft Logan will be follow their guidelines. If you have questions, please contact the volunteer Location Coordinators at [WAAFortLoganNational@gmail.com](mailto:WAAFortLoganNational@gmail.com). You can donate to “sponsor” wreaths, and sign up to volunteer to lay wreaths at the following link: [Overview - Wreaths Across America](#) (Waiting on specific details from Ft Logan - still TBD due to government shutdown)

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

**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 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.**

**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:

[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)

**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. 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 Form 1099 for taxes, print a copy of your Retiree Account Statement (RAS), set up beneficiaries for Arrears of Pay, update your mailing and e-mail address, adjust federal and state withholding for taxes, etc. You start by requesting an initial password on the myPay homepage ([myPay Web Site \(dfas.mil\)](http://myPay.Web.Site(dfas.mil))) using the "Forgot or Need a Password" link. The password will be mailed to the address you have on file with DFAS and you will receive it in about 10 business days. Once you receive your password in the mail, you return to the myPay homepage and log in with your social security number and the password you received in the mail to create your myPay profile. DFAS has a downloadable step-by-step Get Started Guide to myPay on their website and a how-to video on the DFAS YouTube channel. For additional info on obtaining a MyAccount you can visit: <https://www.dfas.mil/retiredmilitary/manage/mypay/>

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

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

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

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

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

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

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

You also need to update your information with:

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

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

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

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

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

## Reporting the Death of a Retiree

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

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

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

**This newsletter is a **RAO** publication for retirees, annuitants and surviving spouses. Content is not to be construed as the official view of, or endorsement by, the RAO, the U.S. Government, the Department of Defense or the Air Force.**