



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

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Web Page: <http://www.jbsa.af.mil/library/jbsaretireeactivitiesoffice.asp>

Appointments for 802 FSS Military Personnel Section Customer Support

We don't want to sound like a broken record, but we can't overemphasize the importance of using the appointment system to get ID cards or make changes in Defense Enrollment Eligibility Reporting System (DEERS).

You may call 210-652-3036 for an appointment at Randolph or use the Internet.

If you use the Internet, go to our web page given above, click on "ID cards," on the next page click on "On Line Appointment Scheduler," select "TX" for the state, type in "Pitsenbarger Hall" for the building, and then click the "GO" button. On the next page, click on "Select." On the following page click on the day you would like to schedule your appointment. Another page will come up where you should click on your choice of the appointment times available. This will take you to a final page where you will type in all required information (first name, last name, initial, "retired" for unit or command, telephone number, e-mail, "retired" for personnel type, branch of service), and then click on "submit."

The ID card section at Randolph is very popular and you may find that the next available appointment is over a month away and your ID card expires next week. One could say, "That's tough, and you should have planned ahead better." But, we're not that kind of people. Remember that there are at least two other ID card functions in San Antonio—Lackland and Fort Sam. Use the appointment system to see if there are earlier appointments available.

Should you have difficulty making an appointment call us at 652-6880 and we'll use our superior computer skills to try to obtain an appointment for you.

For the really desperate, there is Camp Mabry in Austin, which cannot be scheduled through the Internet, but can be contacted at 512-782-6841. Their normal hours of operation are Mon-Fri, 0800-1600 hrs, but call ahead, just to make sure they are open. They are located in Building 34.

Remember, you need to obtain a new ID card when you turn 65!

Future Retiree Newsletter Mail-Outs Continue to Remain Doubtful

Because of budget constraints, we do not expect to have any hard copy mail-outs of our newsletter any time soon. This electronic copy will be the only thing available to retirees. Keep checking the Joint Base San Antonio website (see above) for the latest updates. If you know of retirees who are not connected to the Internet, please pass along this information to them.

The Mature Driving Course

The AARP-conducted Mature Driving Course at Randolph is offered to retirees and un-remarried spouses of deceased retirees. The program is conducted in one half-day session and addresses the physical changes that can affect your driving ability and behavior, and ways to compensate for these changes. This course is not for ticket dismissal, but nearly all major insurance companies will offer a reduction in the cost of collision insurance for up to three years upon proof of course completion. You no longer have to fill out an enrollment application in person prior to attending class! Just call 210-652-6880/5778 and everything can be done over the phone. There is a \$15 charge per person for AARP members or \$20 for non-members. Fees are collected at the beginning of the class. AARP cannot accept cash; checks only, please. Upcoming classes are held on Thursdays and are on 28 January, 24 March, 26 May, 28 July, and 17 November 2016.

Legal Assistance (Provided by Staff Judge Advocate)

The Randolph Legal Office has moved and is now located in Building 202, which is across the street from the Education Center.

The Legal Office provides legal assistance to retirees by appointment only and on a space-available basis. No walk-in legal assistance is available to retirees. To qualify for legal assistance, active duty, retired military members and their dependents must have a valid military identification card. If you have a legal problem, schedule an appointment with the Legal Office. Legal advice is not given over the phone. Their phone number is 210-652-6781.

Single visit expedited will service for retirees is available only on the 2nd Friday of the month. Please call ahead to schedule a will appointment. A complete will worksheet (or website ticket number) must be submitted before you can schedule a will appointment. To expedite service go to the legal website <https://aflegalassistance.law.af.mil/lass/lass.html> before you go to the Legal Office. Fill out the appropriate document, write down or copy the ticket receipt number (it is case sensitive so write it down correctly), call the Legal Office before your appointment, and provide them with the ticket number. If you are unable to use the Internet, drop by the Legal Office and pick up a copy of a will worksheet.

The website is not a substitute for competent legal advice and you should never rely solely on the website when making decisions. Before making a decision or taking any action, it is highly recommended that you meet with a licensed attorney. While the website is designed for client convenience, no one is required to use the website.

Notary and Power of Attorney service is available Monday thru Fridays, from 0830-1130 and 1300-1500.

Income Tax Preparation Appointments

The Retiree Activities Office will begin taking appointments in early January 2106. We expect that tax preparation will continue to be done on Tuesdays in the Base Library. As a reminder IRS Form 1095, Health Insurance Marketplace Statement, will be provided by the Defense Finance and Accounting Service along with the normal Form 1099R. Bring both forms to your appointment.

The Retiree and myPay

Like it or not, the 21st Century is upon us and things change. With manpower and budget cutbacks, the services formerly provided by real human beings are disappearing. Nowhere is this phenomenon more apparent than in retiree pay issues. More and more we are being referred to the Internet to solve our pay problems. Hence, welcome to **myPay**.

It's a bit of a hassle, but with persistence you can get myPay to work for you. The first step, other than finding some way to get into the Internet, is to get a temporary password. You can obtain one from the myPay website <<https://mypay.dfas.mil/mypay.aspx>> by clicking on "Forgot or need a password?" and following the instructions. Your temporary password will be e-mailed or snail-mailed to you.

An alternative would be to come to the Comptroller Squadron (Finance) customer service office on the second floor of Building 399 and getting a temporary password from them. Then you can access myPay, establish a permanent login ID and password, and get to work.

For those of you who are not computer-savvy, you can come downstairs to our RAO office, Room 104, and we can help you access myPay and do whatever you need to do.

What can you do on myPay? Well, you can download and print monthly, annual, and account changes statements, and you can turn off or on the mailing of hard copies of these statements to you home address.

You can also obtain your Combat Related Special Compensation pay statement.

You can make pay changes to allotments, beneficiary for arrears, mailing address, and direct deposit.

You can change your state or Federal withholding rates, obtain a copy of your 1099R, turn off/on hard copy mailings of 1099R, and obtain travel or miscellaneous tax statements (W-2), if applicable.

Finally, you can change your e-mail address, the security questions for password resets, or your personal settings pages.

Any other pay changes involve a phone call to the friendly DFAS folks at 800-321-1080.

Veterans Administration (VA) Burial Benefits (Taken from Joint Base Randolph Casualty Assistance Office Handout)

Can we talk? We know that death is not an easy subject to talk about, but we can't live forever and military retirees need to understand their VA burial benefits.

Retirees are authorized interment in national cemeteries. Next-of-kin (NOK) incur no cost for cemetery grave space, opening and closing of the grave, and the grave marker. The VA pays burial benefits only if the retiree was entitled to receive VA compensation, a VA pension, or if the retiree died in a VA hospital. Contact your nearest local VA office or call their toll-free telephone number, 1-800-827-1000 for assistance.

The VA can provide an American flag, at no cost, to drape the casket or accompany the urn of a retiree or Reservist entitled to retired pay. After the funeral service, the flag is given to the NOK as a keepsake. When there is no NOK, the VA will furnish the flag to a friend making a request for it. The claim form required to apply for a flag is VA Form 2008, Application for United States Flag for Burial Purposes. You may obtain a flag at any VA Regional Office or United States Post Office. Generally, the funeral director will help you

obtain the flag.

The VA furnishes, upon request and at no charge to the applicant, a government headstone or marker for the unmarked grave of a retiree at any cemetery. When the grave is already marked, applicants will have the option to submit a claim for either a traditional headstone or marker, or the new medallion. The VA will furnish, upon request, a medallion to be attached to a headstone or marker furnished at private expense in lieu of a government-furnished headstone or marker, for veterans buried in private cemeteries and who died on or after 1 November 1990. Spouses and dependents are not eligible for a government-furnished headstone or marker unless they are buried in a national cemetery, state veterans' cemetery, or military post/base cemetery. When burial is in a national cemetery, state veterans' cemetery, or military post/base cemetery, the headstone, marker, or medallion is ordered through the cemetery, and there is no cost to place it on the grave. When burial is in a private cemetery, VA Form 40-1330, Application for Standard Government Headstone or Marker, must be submitted by the next of kin or representative, such as funeral director, cemetery official, or veterans counselor, along with the veteran's military discharge documents, to request a government-provided headstone or marker. However, the VA does not pay the cost of placing the headstone or marker on the private cemetery grave. To check on the status of your claim, you may call the VA toll free at 1-800-697-6947.

Active military installations may provide military honors when requested by the NOK, consistent with available personnel or resources. Contact the installation Mortuary Affairs Office nearest you, or Air Force Mortuary Affairs toll free at 1-800-531-5803, for specific information on military honors for retirees.

The VA administers the Presidential Memorial Certificate Program. The certificate has the President's signature and expresses the country's grateful recognition of the veteran's service in the United States Armed Forces. Eligible recipients may apply through the nearest VA regional office. Eligible recipients include the NOK, other relatives, or a friend.

Receiving a 1099-R Tax Form from DFAS (Taken from Spring/Summer 2015 Afterburner)

Military retirees and annuitants receive a 1099-R statement from the Defense Finance and Accounting Service (DFAS) either electronically via MyPay or as a paper copy in the mail at the end of each calendar year.

In the event you did not receive or cannot find your 1099-R, there are several ways to get duplicate copies.

MyPay: Log into <https://mypay.dfas.mil>. Access your 1099R from the "Main Menu" by clicking on the "Tax Statement 1099R." Using myPay, military retirees have access to the current year's tax statement and the five prior years' tax statement.

Telephone Self-Service: Through this service retirees/annuitants may have their 1099R mailed to them. This service is available 24 hours a day, 7 days a week. There is no need to speak with a representative, wait on hold, or even use a computer for this system. Call 800-321-1080, select Option 1 for Military Retired and Annuitant Pay; select Option 1 "To use our automated self-service system;" select Option 1 to request a 1099-R, and enter a Social Security Number when prompted. Within three days, the 1099-R should be in the mail.

Ask DFAS: Military retirees and annuitants can enter their e-mail address, update their permanent address of record, or enter a temporary mailing address and then submit a request for their 1099-R through Ask DFAS. There is no password or login needed with this method. It will take up to 10 business days for people to receive a 1099-R at the mailing address specified in the request. To use Ask DFAS, visit <http://>

Written Request: Military retirees and annuitants always have the option to send DFAS a written request through the mail. These requests typically take 30 to 60 days to process. Written requests must include the retiree's or annuitant's name, Social Security Number, signature, and date. To receive a 1099-R, retirees and annuitants must mail requests to:

Retirees: Defense Finance and Accounting Service, US Military Retired Pay, P. O. Box 7130, London KY 40742-7130.

Annuitants: Defense Finance and Accounting Service, US Military Annuitant Pay, P. O. Box 7131, London KY 40742-7131.

Fax Request: Military retirees and annuitants always have the option to fax a request to DFAS. These requests typically take 30 to 60 days to process. Written requests must include the retiree's or annuitant's name, Social Security Number, signature, and date. FAX your request to DFAS at 800-469-6559.

Call DFAS: DFAS has representatives available to assist its customers; however, because of the number of people served, customers may have to wait on hold while representatives take care of other customers. Wait times can be longer during tax season. If you have tried the options listed above and still need assistance for a customer care representative, call 800-321-1080. Customer service hours are Monday through Friday, 0800 to 1700 EST.

Copies of Military Records

One of the most frequently asked questions we receive here is, "How can I get copies of my military records?" Most of the time it concerns DD Form 214, Certificate of Release or Discharge from Active Duty.

The easiest way to get these records is through the National Personnel Records Center (NPRC) website: <http://www.archives.gov/veterans/military-service-records/standard-form-180.html> This will provide you with a Standard Form 180, Request Pertaining to Military Records, that you can download and print. You use this form to describe what you want and the diligent researchers at the NPRC will try to fulfill your needs. Since DD Form 214 requests are routine, the turnaround time is fairly quick, but not "speed-of-light," so plan accordingly. Obviously, more complicated requests will take longer.

Most retiree records are kept at the NPRC in St Louis MO, however, Air Force personnel who were discharged, deceased or retired on or after 1 October 2004 have to deal with the Air Force Personnel Center here at Randolph. The address for Randolph is AFPC/DFFCMP, 550 C St West Ste 19, Joint Base San Antonio-Randolph TX 78150.

If you can't get a copy of an SF 180, just write a letter to National Personnel Records Center, (Military Personnel Records), 1 Archives Dr., St Louis MO 63138-1002. In your letter provide as much information about yourself (SSAN, old serial number, date of birth, etc.) so that the NPRC can properly identify you and locate your records. In your letter tell them that you want a copy of your DD Form 214.

Be forewarned, however, that a disastrous fire in 1973 destroyed the records of approximately 80% of Army veterans discharged between 1 November 1912 and 1 January 1960 and 75% of Air Force veterans discharged between 25 September 1947 and 1 January 1964 (names alphabetically after Hubbard, James E.).

For those of you who are not at ease with the computer and the Internet, come in and see us and we can print out SF 180s to help you get started.

Who Should Be Notified In the Event of My Death? (Taken from USAF Fact Sheet)

Notify the **Defense Finance and Accounting Service** at (800) 321-1080. Please have the decedent's Social Security number and the date of death when you call. DFAS asks that survivors send one photocopy of a death certificate - when available -- which indicates the cause of death. Please send it to:

For Retirees

Address: DFAS U.S. Military
Retirement Pay
P.O. Box 7130
London, KY 40742-7130
Fax: (800) 469-6559

For Annuitants

Address: DFAS, U.S. Military
Annuitant Pay
P.O. Box 7131
London, KY 40742-7131
Fax: (800) 982-8459

DFAS will take steps to close out the pay account to prevent any overpayments. If the decedent was a retiree enrolled in the Survivor Benefit Plan and/or the Retired Serviceman's Family Protection Plan, pay officials will take additional steps to initiate pay accounts for eligible survivors.

Designated beneficiaries of retirees should expect a Standard Form 1174 and, if applicable, SBP/RSFPP-related forms in the mail within 7 to 10 business days of reporting the death. People needing additional assistance should call (800) 321-1080

Other agencies to notify include:

Social Security Administration -- Go to <http://www.socialsecurity.gov/ww&os.1.htm> or call (800) 772-1213.

Defense Enrollment Eligibility Reporting System, or DEERS -- (800) 538-9552.

If the person was receiving disability compensation or Dependency Indemnity Compensation, notify the **Department of Veterans Affairs** -- (800) 827-1000.

If the person was a civil servant or retired civil servant, notify the **Office of Personnel Management** -- (888) 767-6738.

If the person was enrolled in DVA-sponsored insurance such as **Veterans' Group Life Insurance, Servicemembers' Group Life Insurance, or the Servicemembers' Group Life Insurance Traumatic Injury Protection Program** notify them at (800) 827-1000.

To prevent identity theft/fraud, the major credit agencies should also be notified.

If you live near a military installation you may be able to receive help with administrative matters from a casualty assistance officer or volunteers from the Retiree Activities Office. (Please note that these services are not available at all military installations.) Call (877) 353-6807 for the nearest casualty assistance officer. The phone number of the **Joint Base Randolph Casualty Assistance Office** is 210-652-2104; the **Joint Base Lackland Casualty Assistance Office** is 210-671-3243; and the **Joint Base Ft Sam Casualty Assistance Office** is 210-221-1702.

ID Cards and DEERS Enrollment in the Houston Area

The DEERS/ID Card office in the Welcome Center at Ellington Field is the main provider of this service. The center is the building on the right as you approach the base gate via Aerospace Avenue. Their number is 832-380-7238/7239 and the hours are 0800 to 1200, Tuesday through Friday, closed on weekends and Mondays.

You can still get ID cards at the Coast Guard office in Galveston. Their number is 409-632-6738 or you can make an appointment online at [HTTP://appointments.cac.navy.mil](http://appointments.cac.navy.mil) .

Also, the National Guard Armory on 15150 Westheimer Parkway has offered to do ID cards but their service is sporadic. Call before you go. Their number is 281-558-1742, ext 6620.

Finally, you can go to the online ID card website <https://rapids-appointments.dmdc.osd.mil> and it will show all the locations in the Houston area, within a certain mile radius of your location, that issue cards.

The Houston Military Affairs Committee has a web site that has information about activities in the Houston area and elsewhere. Check out www.hmac.us .

If you need more information concerning any of the above items, you may contact MSgt (ret) Tommy Green at 281-772-1827, or email to needtawrite@gmail.com .

Randolph RAO Needs Volunteers

The Randolph RAO needs volunteers. Each week day we have two shifts (0900-1200 and 1200-1500) with two volunteers on each shift; therefore, we need at least 20 volunteers to fill those slots. However, since we are retirees and OLD, we have frequent absences (doctor's appointments, hip-replacements, heart by-passes, etc.), so we need more than just 20 volunteers. Currently we have Air Force, Army, Navy, and Coast Guard retirees and civilians volunteering for us. We are an equal opportunity employer, so we are still waiting for our first Marine. Come in and visit us and see what you're missing.

Medicare and TRICARE For Life (Taken from Tricare Website)

Medicare is a health insurance program for people who are (1) age 65 or older, (2) under age 65 with certain disabilities, (3) with end stage renal disease, (4) with Lou Gehrig's disease, or (5) with Mesothelioma.

The Centers for Medicare & Medicaid Services manages Medicare. Medicare Part A is hospital insurance that doesn't charge premiums and Medicare Part B is medical insurance that charges premium. You must pay Medicare Part B premiums to keep Medicare Part B coverage.

If you have Medicare Part A, you must also have Medicare Part B to remain eligible for TRICARE. The only exceptions are if you have (1) a sponsor on active duty, (2) the US Family Health Plan, (3) TRICARE Reserve Select, or (4) TRICARE Retired Reserve. If you fall into one of these categories, you are not required to have Medicare Part B to be eligible for TRICARE. But, you are strongly encouraged to get Medicare Part B as soon as you become eligible for Medicare Part A to avoid losing TRICARE coverage in the future.

TRICARE For Life

When you have Medicare Parts A and B, you can use TRICARE For Life. Medicare is your primary insurance. TRICARE is the second payer, so your out-of-pocket expenses are less. TRICARE benefits include covering Medicare's coinsurance and deductible.

US Family Health Plan

You can stay enrolled in the US Family Health Plan when you become eligible for Medicare at age 65 if (1) you already have it, (2) your coverage began before September 2012, and (3) there isn't a break in coverage.

Beginning October 1, 2012, you can no longer enroll in the US Family Health Plan when you become eligible for Medicare at age 65.

TRICARE BENEFICIARIES SHOULD CONSIDER MOVING PRESCRIPTION DRUGS OUT OF RETAIL (Taken from TRICARE News Release)

This December 2015, TRICARE beneficiaries can avoid paying more for some prescription drugs. If you fill a prescription for a select brand name maintenance drug (<http://www.health.mil/selectdruglist>) at a retail pharmacy, you may need to move your prescription to either a military pharmacy or TRICARE Home Delivery. In not, you may have to pay full cost of your prescription.

Beneficiaries can move their prescriptions by contacting the TRICARE pharmacy contractor, Express Scripts (ESI) at 1-877-363-1303 or by using their secure online portal (<https://www.express-scripts.com/TRICARE/index.shtml>).

The new rule began October 1, 2015, but allows you to get two 30-day refills of an affected drug from a retail pharmacy. For many, those two refills will run out in December 2015 and their next prescription refill needs to be through Home Delivery or at a military pharmacy.

If you're taking an affected drug, you should have received several notifications from ESI. You can also check by calling ESI at 1-877-363-1303.

TRICARE Pharmacy Home Delivery is a safe, convenient, and low cost option to get maintenance drugs. You'll save up to \$176 a year for each brand name drug you switch from retail to Home Delivery. If you want to use a military pharmacy (<http://www.tricare.mil/mtf.aspx>), make sure to check first to see if they carry your prescription.

For more information about this change to TRICARE's pharmacy benefit, visit www.tricare.mil/rxnewrules.