



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

VOLUME 6, ISSUE 1 FALL 2016

Phone: 210-652-6880/5778
FAX: 210-652-6969

Toll Free: 1-877-282-2441
Web Page: <http://www.jbsa.mil/Resources/RetireeActivitiesOffice.aspx>

Email: rao.randolph@us.af.mil
Web Page: <http://www.jbsa.mil/Resources/RetireeActivitiesOffice.aspx>

Appointments for 802 FSS Military Personnel Section Customer Support

The Rapids Appointments system for ID cards is here to stay. You may use the appointment system to get ID cards or make changes in Defense Enrollment Eligibility Reporting System (DEERS).

To schedule an appointment at Randolph, call 210-652-3036 or 210-652-6880 and we'll use our superior computer skills to obtain an appointment for you.

To schedule an appointment online, go to www.jbsa.mil, then follow these steps:

- Click "ID Cards" on the right
- Select "TX" for the state
- Type in "Pitsenbarger Hall" for the building
- Click the "GO" button
- On the next page, click "Select"
- On the next page, select the day you would like to schedule your appointment
- On the next page select your choice of the available appointment times

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 "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.

For the really desperate, there is Camp Mabry in Austin, which cannot be scheduled online, but can be contacted at 512-782-6841. Their normal hours of operation are Mon-Fri, 8 a.m.- 4p.m., 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 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, be a good neighbor and 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 210-652-6880/6778 and everything can be done over the phone. There is a \$15 charge per person for AARP members and \$20 for non-members. Fees are collected at the beginning of the class. AARP cannot accept cash; checks only, please. The last class of the year will be held on Thursday, November 17, 2016. Dates for 2017 are not available yet.

Legal Assistance (Provided by Staff Judge Advocate)

The Randolph Legal Assistance Office has moved back to the Taj Mahal, Building 100.

The Legal Assistance Office offers walk-in legal assistance to retirees (and all eligible ID cardholders) from 9 a.m. to 10 a.m. on Tuesdays only. Will consultations, however, cannot be completed for retirees on a walk-in basis.

Retirees (and all eligible ID cardholders) can make appointments for legal assistance on Monday and Wednesday mornings. These appointments can be scheduled over the phone at 210-652-6781. Will consultations are by appointment only and are a two-day process. The first appointment is to consult with an attorney and the second appointment is for will execution and is done on Fridays only.

Notary and Power of Attorney service is available Monday thru Fridays, from 8 a.m. to 3 p.m.

The Retiree and myPay

With persistence you can get myPay to work for you. The first step 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. Then you can access myPay, establish a permanent login ID and password and get to work.

An alternative is to come to the Comptroller Squadron (Finance) customer service office in Room 231 on the second floor of Building 399 and get a temporary password from them. Then, come downstairs to RAO in Room 104 and we'll help you the rest of the way.

Real ID Act Invalidates Some IDs, Effective 15 September 2016 (From JBSA News)

Beginning January 10, 2017, individuals will no longer be able to access Air Force installations with a state-issued identification card or a driver's license from Minnesota, Missouri, Washington or American Samoa.

This new change aligns the Air Force's installation access policy with requirements of the Real ID Act, which focuses on improving the reliability of state-issued identification documents and helps prevent a person's ability to evade detection by using a fraudulent form of ID.

While IDs that do not meet security and data-collection guidelines will not be accepted, alternate forms of identification will be allowed. Some of the more common alternatives include a valid U.S. or foreign government issued passport, an employment authorization document that contains a photograph, or ID cards issued by federal, state or local government agencies that include a photo and biographic information.

According to Air Force officials, all individuals attempting to gain access to an Air Force installation without a Defense Department ID card will be subject to a routine background check.

Those who do not have the accepted documentation for installation access will not be permitted to enter the base without an approved escort.

Randolph Retiree Activities Office Needs Volunteers

The Randolph RAO needs volunteers. Each week day we have two shifts (9 a.m.-12 p.m. and 12 p.m.-3 p.m.) with two volunteers needed on each shift; therefore, we need at least 20 volunteers per week to fill those slots. However, since we are retirees and OLD, and we have frequent absences (doctor's appointments, hip replacements, heart by-passes, etc.), 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.

Air Education and Training Command Family Days (From AETC Home Page)

AETC has declared November 25 and December 27, 2016, as "Family Days." On those two days Randolph offices will be closed. Some facilities may be open, but call ahead to be sure and save yourself a fruitless trip.

Medicare and TRICARE: How to Keep Your TRICARE Coverage (Taken From TRICARE News Release)

By taking a few simple steps, retirees can make sure they have their TRICARE benefits after they turn 65. Four months before your 65th birthday, you will receive a postcard from the Defense Manpower Data Center (DMDC), the office that supports the Defense Enrollment Eligibility Reporting System (DEERS), with information about keeping TRICARE coverage after age 65. You need to register in DEERS to get TRICARE For Life.

Before you register for DEERS, however, you must have Medicare Part A and Medicare Part B to be eligible for TRICARE For Life. TRICARE For Life is Medicare wrap-around coverage for TRICARE beneficiaries who are entitled to Medicare Part A and have Medicare Part B regardless of where you live or your age.

The Medicare initial enrollment period is seven months. If you miss your initial enrollment period, your next chance to sign up for Medicare Part B is during the general enrollment period, Jan. 1 – March 31. Your coverage will begin July 1st, and your monthly premium for Part B may go up 10 percent for each 12-

month period that you could have had Part B, but didn't sign up for it. Also, there will be a lapse in your TRICARE coverage until Part B is effective.

Sign up for Part B no later than two months before your 65th birthday. If you do not receive a postcard from DMDC, call them at 1-800-538-9552.

For more information about TRICARE For Life visit, www.tricare.mil/tfl <<http://www.tricare.mil/Plans/HealthPlans/TFL>> . You can get information about Medicare Parts A and B on www.medicare.gov <<http://www.medicare.gov>> . For more information about DEERS, please visit <http://www.tricare.mil/DEERS>

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 deceased'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 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 deceased 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 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.

Joint Base Randolph Casualty Assistance Office: 210-652-2104; **Joint Base Lackland Casualty Assistance Office:** 210-671-3243; **Joint Base Ft Sam Casualty Assistance Office:** 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 .

2016 Retiree Appreciation Day

Fort Sam Houston is scheduled to host a Retiree Appreciation Day on Saturday, October 22, 2016, in the Medical Mall at Brooke Army Medical Center (BAMC), 3551 Roger Brooke Dr, from 8 a.m. to 12p.m. For further information call our office, 210-652-6880/6778.

Monthly TRICARE For Life Briefing (Taken From 359th Medical Group Flyer)

The 359th Medical Group at JBSA-Randolph conducts a TRICARE For Life briefing the first Thursday of every month in the large conference room on the second floor of the Clinic. The briefing lasts from 0900 to 1000. There is limited seating, so RSVP to 201-652-4303 or e-mail 359MDSS.TOPA@us.af.mil. The TRICARE For Life briefing provides education on benefits, primary care manager assignment, pharmacy coverage, coordination of benefits, specialty care, DEERS eligibility, and what to expect when you turn 65. You will receive a copy of the latest TRICARE For Life handbook and helpful resource material.

Using Other Health Insurance (From 359th Medical Group)

When you have other health insurance (OHI) your OHI pays first and TRICARE pays second. You can avoid higher costs by getting your prescriptions filled at a TRICARE network pharmacy that is also in your other plan's network.

TRICARE Pharmacy Home Delivery

You can't use Home Delivery if you have other health insurance, including Medicare Part D, unless your other plan doesn't include pharmacy benefits, the drug you need isn't covered by your other plan or if you have met your other plan's benefit cap.

If you have met any of these requirements, you can get your prescription filled through Home Delivery. You'll need to send proof from your other plan that it isn't covered or you've met the benefit cap.

TRICARE Network Pharmacies

If you have other health insurance, it doesn't prevent you from using a TRICARE retail network pharmacy. Your other plan pays first and TRICARE pays second.

Online Coordination of Benefits

When you get your prescriptions at a network pharmacy, tell your pharmacist you also have TRICARE. Your pharmacist will submit your prescription online to both plans at the same time. When you process your pharmacy claims online, you pay minimal out-of-pocket expenses, never pay more than the TRICARE co-payment and don't need to submit paper claims.

If you're using a mail order program through your other plan, online coordination of benefits isn't possible. TRICARE becomes the first payer when the drug isn't covered by your other plan, but is covered by TRICARE, and coverage under your other plan is exhausted for the year.

Filing Claims with OHI

You must file a prescription claim to get reimbursed for the eligible portion of your out-of-pocket expenses. To avoid delays or problems when processing your prescriptions claims, tell Express Scripts you have other health insurance. Complete a TRICARE Other Health Insurance Form and mail it to:

Express Scripts
P.O. Box 60903
Phoenix, AZ 85082-0903

Once you've exceeded the dollar limit for your OHI, or if the drug isn't covered by your OHI, you can file a claim with TRICARE for reimbursement. To file a claim fill out the TRICARE Claim Form-Patient's Request for Medical Payment (DD 2642) and mail the form, your OHI explanation of benefits and receipts, to:

Express Scripts, Inc.
P.O. Box 52132
Phoenix, AZ 85082

Ending Other Health Insurance Coverage

If you no longer have other health insurance with pharmacy benefits, you must tell Express Scripts. Keep your receipts!

Once you've exceeded the dollar limit for your OHI or if the drug isn't covered by your OHI, you can file a claim with TRICARE for reimbursement.

Prescription Costs (From 359th Medical Group)

Your prescription costs depend on who you are, where you fill your prescription and the type of drug.

Retirees and All Other Beneficiaries:

Military Pharmacy

Get up to a 90-day supply of most prescription drugs.

\$0 copayment

Home Delivery

Get up to a 90-day supply of most prescription drugs.

Generic formulary: \$0

Brand name formulary: \$20

Non-formulary: \$49 (unless you get medical necessity)

Network Pharmacy

Get up to a 30-day supply of most prescription drugs.

Generic formulary: \$10

Brand name formulary: \$24

*Non-formulary: \$50 (unless you get medical necessity)

If you want a 90-day supply from your network pharmacy, you'll pay the cost for each 30-day supply. For example, a 90-day supply of a generic drug will cost \$30.

**Some non-formulary drugs are only covered through Home Delivery. Check with Express Scripts before filling prescriptions for non-formulary drugs at a retail network pharmacy.*

Non-Network Pharmacy

You'll pay more to get your prescription filled at non-network and overseas retail pharmacies. The costs are based on where you are, who you are and in some cases, what plan you're using. You may need to pay up front and file a claim for reimbursement. If you are a retiree or other beneficiary using non-network pharmacies in the United States or US territories, and enrolled in a **Prime plan**, you pay 50% cost-share after point-of-service. For all other plans, for **formulary drugs** you pay \$24 or 20% of the total cost, whichever is more, after you met your annual deductible. For non-formulary drugs, you pay \$50 or 20% of total cost, whichever is more, after you meet your annual deductible.

Pharmacy Appeals (From 359th Medical Group)

You may file an appeal if you disagree with a decision on your pharmacy benefit. This includes if the following is denied: (1) your pharmacy claim, (2) your request for medical necessity, or (3) prior authorization.

Your appeal must be in writing and signed, state specifically why you disagree, include a copy of the claim decision, and be postmarked or received by Express Scripts within a deadline of 90 calendar days from the date of the decision. Mail to:

Express Scripts, Inc.
P.O. Box 60903
Phoenix, AZ 85082-0903

You may submit more documentation to support your appeal. If you are still waiting for more documentation before the deadline, don't miss the deadline. Submit your appeal with a statement that more documentation will be submitted at a later date (include expected date).

When Express Scripts receives your request, they will review the decisions related to your entire course of treatment.

Switch Retail Prescriptions to Home Delivery (From 359th Medical Group)

If you're not already using the TRICARE Pharmacy Home Delivery for your maintenance drugs or any drug you take regularly for a chronic condition, now is the time to switch. Home delivery is safe and easy to use. You can even use it when you're traveling or if you move. You may get up to a 90-day supply for most prescription drugs. You may request refills by mail, phone or online. Home Delivery is recommended for prescriptions you take regularly.

Make the Switch

Switch your prescriptions from network pharmacies to Home Delivery with Express Scripts' Member Choice Center. There are several easy ways to switch to home delivery:

Switch Online by calling the Member Choice Center at 1-877-363-1433 between 7:00 a.m. to 12:00 midnight, Eastern, Monday – Friday, between 7:00 a.m. to 9:00 p.m., Eastern, Weekends and Holidays. You can ask your provider to e-Prescribe to Express Scripts Mail Pharmacy, to fax your prescription to Express Scripts at 1-877-895-1900 or mail the completed Mail Order Registration Form to:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-2150

Your first shipment will usually arrive within 2 weeks. And, refills are easy—get your prescription refills online, by phone, by mail, by the Express Scripts Mobile App, and automatically with Worry-Free Fills®.

Also, if you like getting prescriptions mailed directly to you, you can switch your prescriptions from military pharmacies to home delivery. Home delivery copayments will apply.

CAUTION: If you switch to home delivery, you cannot switch back on that prescription. Plus, you're stuck with paying a co-pay.

Veterans' Diseases Associated with Agent Orange (Taken from VA Website)

VA assumes that certain diseases can be related to a Veteran's qualifying military service. We call these "presumptive diseases."

VA has recognized certain cancers and other health problems as presumptive diseases associated with exposure to Agent Orange or other herbicides during military service.

Veterans and their survivors may be eligible for benefits for these diseases.

AL Amyloidosis A rare disease caused when an abnormal protein, amyloid, enters tissues or organs

Chronic B-cell Leukemias A type of cancer which affects white blood cells

Chloracne (or similar acneform disease) A skin condition that occurs soon after exposure to chemicals and looks like common forms of acne seen in teenagers. Under VA's rating regulations, it must be at least 10 percent disabling within one year of exposure to herbicides.

Diabetes Mellitus Type 2 A disease characterized by high blood sugar levels resulting from the body's inability to respond properly to the hormone insulin

Hodgkin's Disease A malignant lymphoma (cancer) characterized by progressive enlargement of the lymph nodes, liver, and spleen, and by progressive anemia

Ischemic Heart Disease A disease characterized by a reduced supply of blood to the heart, that leads to chest pain

Multiple Myeloma A cancer of plasma cells, a type of white blood cell in bone marrow

Non-Hodgkin's Lymphoma A group of cancers that affect the lymph glands and other lymphatic tissue

Parkinson's Disease A progressive disorder of the nervous system that affects muscle movement

Peripheral Neuropathy, Early-Onset A nervous system condition that causes numbness, tingling, and motor weakness. Under VA's rating regulations, it must be at least 10 percent disabling within one year of herbicide exposure.

Porphyria Cutanea Tarda A disorder characterized by liver dysfunction and by thinning and blistering of the skin in sun-exposed areas. Under VA's rating regulations, it must be at least 10 percent disabling within one year of exposure to herbicides.

Prostate Cancer Cancer of the prostate; one of the most common cancers among men

Respiratory Cancers (includes lung cancer) Cancers of the lung, larynx, trachea, and bronchus

Soft Tissue Sarcomas (other than osteosarcoma, chondrosarcoma, Kaposi's sarcoma, or mesothelioma)

A group of different types of cancers in body tissues such as muscle, fat, blood and lymph vessels, and connective tissues

Children with birth defects

VA presumes certain birth defects in children of Vietnam and Korea Veterans are associated with Veterans' qualifying military service.

Veterans with Lou Gehrig's Disease

VA presumes Lou Gehrig's Disease (amyotrophic lateral sclerosis or ALS) diagnosed in all Veterans who had 90 days or more continuous active military service is related to their service, although ALS is not related to Agent Orange exposure.

Wingman Café Open at JBSA-Randolph (Information Taken From JBSA Website)

The former Dining Facility (Mess Hall to us old-timers) on JBSA-Randolph has re-opened as the Wingman Café. The Wingman Café had a Grand Opening on Oct. 11 on JBSA-Randolph, Bldg. 1985. Retirees will be allowed to eat at the Wingman; however, they will pay the standard meal rate, whatever that may be. The dining facility will be open seven days a week from 6-9 a.m. for breakfast, 10:30 a.m. to 1:30 p.m. for lunch and 4:30-6:30 p.m. for dinner.

San Antonio International Airport (SAT) Offers Free Parking to Certain Veterans

SAT Parking offers free parking to disabled veterans who have permanently affixed disabled veteran license plates on vehicles parked at SAT. They also offer free parking to those veterans who have certain recognized specialty service plates (Medal Plates) issued by the State of Texas. Those plates that are currently recognized by Texas State Law are listed on Form VTR-421, Application for Military Meritorious Service License Plates, which can be found by using your online search engine.

Free parking will be honored when the customer presents the following at the parking exit: (1) driver's license (or State-issued ID card), (2) vehicle insurance card (or vehicle registration form), and (3) completed Disabled Parking Validation Form (validation form is available at the exit booth or you can print the form from the Website: sanantonio.gov/sat/parking/disabledparking.aspx).

Along with the above information, the registered owner of the placard or disabled plate MUST be in the vehicle to receive a validation. No refunds after exit will be granted. The disabled plate needs to be affixed to the vehicle when exiting. No paper license plates will be accepted.

NOTICE: Customers leaving their vehicle in an SAT parking area for longer than 30 days must contact the SAT Parking office at 210-207-3465 and make arrangements for such extended stay. Any vehicle left longer than 30 days with no arrangement is subject to tow.

Any questions concerning the Free Parking using the new Specialty Medal plate or Disabled Veterans Plates can be directed to 210-207-3465.

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