



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

VOLUME 7, ISSUE 1 SUMMER 2017

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Web Pages: <http://www.jbsa.mil/Resources/Retiree-Activities-Office/> or <https://jbsarao.wordpress.com>

Appointments for 802 FSS Military Personnel Section Customer Support

You must have an appointment to get ID cards or make changes in Defense Enrollment Eligibility Reporting System (DEERS).

You may use the Internet instructions below, call 210-652-3036 for an appointment at Randolph, or you may call us at 652-6880 and we'll use our superior computer skills to obtain an appointment for you.

If you use the Internet, go to www.jbsa.mil, click on "ID Cards" at the right, select "Make Appointment" at the top of the webpage, select "TX" for the state, and then click on "Go." From the select a city dropdown menu select "San Antonio," pick the most convenient location, and then click the "Select" button. On the following page click on the day you would like to schedule your appointment; available appointments have green backgrounds. 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. 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.

Also, 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 the office is open. The office is located in Building 34.

Remember, you need to obtain a new ID card at the end of the month before you turn 65!

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 (1200 -1630) at the Base Library (Bldg 598) 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 or \$20 for non-members. Fees are collected at the beginning of the class. AARP cannot accept cash; checks only, please. Classes are scheduled for 28 September and 16 November.

Legal Assistance (Provided by Staff Judge Advocate)

The Legal Assistance Office in the Taj Mahal, Bldg 100, offers walk-in legal assistance to retirees (and all eligible ID cardholders) from 0900 to 1000 on Tuesdays only. No will consultations will be completed for retirees on a walk-in basis.

Retirees (and all eligible ID cardholders) may make appointments for legal assistance on Monday and Wednesday mornings. These appointments may be scheduled over the phone at 210-652-6781. Wills are by appointments only. This is a two-day process: the first appointment is to consult with an attorney; 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 0800-1500.

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.

Also the Defense Finance and Accounting Service offers a call-back service during peak service hours if the wait is longer than a minute. Just call 800-321-1080 and press "1" to request a call-back or "2" to continue holding. Customers may leave a call-back number and not lose their place in the call waiting line.

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
8899 E 56th Street
Indianapolis IN 46249-1200
Fax: (800) 469-6559

For Annuitants

Address: DFAS, U.S. Military
Annuitant Pay
8899 E 56th Street
Indianapolis IN 46249-1300
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.

Federal Benefits for Veterans, Dependents, and Survivors

Veterans Affairs publishes a 76-page book that explains Federal benefits for veterans, dependents, and survivors. To get the latest edition (2016), go to https://www.va.gov/opa/publication/benefits_book.asp?sf9713225=1 . You may read or download the PDF version of the book.

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 832-380-7241 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 hours are Tuesday, Wednesday, and Thursday 0730-1500. Their number is 409-766-3929 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 no longer does ID cards, so save yourself the trip.

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 .

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.

Fort Sam Houston Military Retiree & Dependent Services (RSO) (Taken From RSO Handout)

Living in Military City USA has many advantages for military retirees. One of those benefits is that we have three bases to which we can go to for retiree services.

Mr. Joe Silvas at Joint Base San Antonio—Fort Sam Houston is the retiree services officer. He is located in Building 2263, Room 200A, at 2484 Stanley Road. His hours of operation are Monday through Friday 0730-1130 and 1230--1600, except on Thursdays when he is open 0730-1130 and closed in the afternoon. His phone is 210-221-9004 and his fax is 210—221-0953.

Mr. Silvas can provide support with retired pay issues, allotments, direct deposit, ID cards, TRICARE, retiree dental program, change of address, Survivor Benefit Plan elections,, and medical retirement questions.

Check out his website at <http://www.samhouston.army.mil/hra/retirement.aspx> or send him an e-mail usaf.jbsa.502-abw.mbx.502-fss-fsh-retirement-service-of@mail.mil .

The Fort Sam Houston Retiree Appreciation Day is tentatively scheduled for 7 October 2017 at the Brook Army Medical Center.

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. Retirees will be allowed to eat at the Wingman where they will pay the standard meal rate. 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 search engine on the Internet.

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.

Operation Homecooking

If you would like to invite two basic airmen to dinner for Thanksgiving, call 210-671-5453/5454/3071 to register. Call on or about 1 November 2017.

JBSA-Force Support Squadron Activities (Provided by 502 FSS Marketing Dept.)

Sunset Cruise on Canyon Lake!

Join us every **Friday evening in July and August** for a Sunset Cruise on Canyon Lake. Cast off from the Hancock Cove Marina at JBSA Recreation Park at Canyon Lake at **7:30 p.m.** and take a scenic ride around the lake on our chartered pontoon boat. This ride last approximately one and a half hours as you tour the lake and watch the sunset over the beautiful hillside. The cost for this relaxing evening is \$10 for adults and \$6 for children under 12. Guests may bring drinks and snacks, but please no styrofoam or glass containers. Please call 830-226-5357 for all your reservation needs and additional information.

Concealed Handgun Classes

To register, please go to: www.chlregistration.com and select "Register for Class" and then select "Dan Willis - Leatherneck Arms". The classes take place **Aug. 5, 19, Sept. 2 & 16 from 8 a.m. to 1 p.m.** at the Camp Bullis Rod-N-Gun Recreation Center, Building 6215. Cost is \$65 (payable online when registering). Students must be 21 years old unless they are active-duty military and then they must be age 18 or older (DoD ID cardholders only). They must also meet federal qualifications to purchase a handgun. There will be four to six hours of classroom training. Each student must pass a 25-question multiple choice examination and a proficiency demonstration (shooting).

For more information, please call (210) 295-7577 or 295-7529. The TX CHL website can be found at: <https://www.txdps.state.tx.us/RSD/CHL/index.htm>. This website provides good information about the licensing requirements and applicable laws which will be covered in class.

JBSA-Lackland Customer Appreciation

The JBSA-Lackland Customer Appreciation takes place **Sept. 15 from 4:30-9:30 p.m.** at the JBSA-Lackland Amphitheater. There will be free hamburgers and hotdogs with potato salad, chips and cookies for adults and kids (while the food lasts). The evening will have lots of fun for both kids and adults to include lively music from DJ OMG Sounds, kids' crafts, a mechanical bull, two interactive obstacle courses, rock climbing wall and lots of giveaways.

Beer and wine will also be available for purchase.

This event is sponsored by THE GUNN AUTOMOTIVE GROUP, Security Service Federal Credit Union, CPS Energy, USAA, MilTribe and Dell. This event is open to all DOD ID cardholders. No federal endorsement of sponsors intended. For more info, call 210-652-5763.

JBSA-FSH Oktoberfest

Enjoy live music, an authentic biergarten, festive food, activities for the whole family, to include a rock climbing mountain, Spin-aroma, bungee trampoline, inflatable obstacle course, mechanical bull, children's crafts and much more. Parking and admission are free, so get your lederhosen on and meet us at the parking lot in front of the JBSA-Fort Sam Houston Military & Family Readiness Center **Oct. 21 from 3-11 p.m.** The musical entertainment is provided by the Army Latin Band from 4-5:30 p.m., Beethoven's Maennerchor from 5:30-7 p.m. and Blow My Cover band from 7-10:30 p.m.

This event is sponsored by THE GUNN AUTOMOTIVE GROUP, Security Service Federal Credit Union, First Command, Silver Eagle, MilTribe and Sprint. No federal endorsement of sponsors intended. For more information, call JBSA Community Programs at 210-652-5763.

Rambler 120

The Rambler120 is a fun challenging event that promotes teamwork and competition so start assembling your teams and training for a race through the Texas Hill Country. The event consists of a 22-mile bike ride, a 6-mile run and a 2-mile raft at the JBSA Recreation Park at Canyon Lake on **Oct. 14**. This adventure race includes several categories such as four-person Xtreme teams (must have at least one DOD ID cardholder), eight-person Relay teams (must have at least two DOD ID cardholders) and all active duty military Xtreme/Relay Military teams in three categories: all male, all female and coed. The event also includes category for individuals that want to participate.

The "Early Bird" registration fee is \$100 for Xtreme teams, \$150 for Relay teams and \$25 for individuals. The registration fees go up to \$120 for Xtreme teams and \$180 for Relay teams after **Sept. 15**. The fee covers a BBQ lunch, commemorative t-shirt and awards for the top two teams in each category. Interested participants can register and pay online at

<https://www.athleteguild.com/adventure-racing/canyon-lake-tx/2017-rambler-120-team-challenge> The deadline to register is **Oct. 6**.

For more information, call JBSA Community Programs at 210-652-5763 or email them at 502FSS.FSK.JBSACommunityevent@us.af.mil.

This event is sponsored by THE GUNN AUTOMOTIVE GROUP and Randolph-Brooks Federal Credit Union. No federal endorsement of sponsors intended.

2017 JBSA Air Show and Open House

The 502nd Air Base Wing will hold the 2017 JBSA Air Show and Open House at JBSA-Lackland Kelly Field Annex **Nov. 4 - 5 from 10 a.m. to 5 p.m.** The two-day event will include support from all services. Headlining the schedule are the U.S. Air Force Thunderbirds, along with the F-35 Heritage demonstration flight team.

The air show will also feature civilian flying acts, Heritage aircraft static displays and other active duty aircrafts. Children activities, play areas and food will also be available.

The event is free and open to the public. Gates for base access will be publicized as the event nears. The schedule is subject to change and will be updated as information becomes available. For updates on the JBSA Air Show and Open House, go to www.jbsa.mil.

Honoring our Veterans

The 502d Force Support Squadron "Honors our Veterans" on **Nov. 9 from noon to 2 p.m.**, so come out to MacArthur Parade Field on JBSA-Fort Sam Houston to show your appreciation for all the sacrifices our veterans have made. There will be free BBQ from Rudy's BBQ (while supplies last) and the Army's 323rd Heatwave band will provide some great music. Attendees may also enter to win prizes such as TV, headphones, gift cards and more. This is sponsored by THE GUNN AUTOMOTIVE GROUP, Security Service Federal Credit Union, Broadway Bank, USAA, Sprint, MilTribe, Smile Doctors, First Command, Silver Eagle, Dell and Starbucks. No federal endorsement of sponsors intended. For more information, call 210-652-5763.

Thanksgiving Brunch

Both the Gateway Club on JBSA-Lackland and the Parr Club on JBSA-Randolph will host superb Thanksgiving brunches on **Nov. 23**. For more information, call 210-668-7445 at the JBSA-Randolph Parr Club and 210-652-4864 at the JBSA-Lackland Gateway Club.

Tree Lighting Ceremonies

Let the holiday season begin at all three JBSA locations.

On **Nov. 29 at 6 p.m.** the tree lighting will take place at the Gateway Club on JBSA-Lackland. Santa will make an appearance and there will be cookies and hot chocolate.

On **Nov. 30 at 6 p.m.** the tree lighting will take place at Washington Circle on JBSA-Randolph. Santa will make an appearance and there will be light refreshments.

On **Dec. 1 at 6 p.m.** the tree lighting will take place at the flagpole on Stanley Road on JBSA-Fort Sam Houston. The event's festivities include cookies, children's crafts, hay rides, a visit from Santa and the Grinch, holiday music, real snow with a slide and play areas.

3D ARCHERY SHOOT

The Camp Bullis Rod-N-Gun Recreation Center hosts a 3-D archery competition the fourth weekend of every month. Competition registration is 8-10 a.m. and Fun Shoot registration is 8-11 a.m. The Fun Shoot cost is \$5 for E1-E4, active duty or medically retired, and \$15 per person for all others ages 13 and older, and youth 12 and younger shoot for \$5. The Competition fee is \$10 for E1-E4, active duty or medically retired, and \$20 per person for all others ages 13 and older. For more information, call (210) 295-7577.

RIDING LESSONS; By Appointment

The JBSA-Fort Sam Houston Equestrian Center offers horseback riding lessons for beginners and advanced riders in both English and Western style riding. Therapeutic riding lessons are also available and taught by certified instructors. Horses, saddles and tack for lessons will be provided if needed. Patrons must be at least seven years old. The price is \$60 per hour for a private lesson, \$175 for five group lessons, \$225 for five semi-private lessons and \$250 for five private lessons. For more information, call (210) 224-7207.

GALLUS GOLF APP for JBSA Golf Courses

Download the Gallus Golf Apps for all three JBSA-Golf Courses. They're available for free for both the Apple and Android users. Search for Randolph Oaks Golf club, Gateway Hills golf Course and Fort Sam Houston Golf club. Features include digital scorekeeping, information regarding your course, notifications about programs and specials, book tee times, keep score and track stats. This FREE mobile app has free GPS, live leaderboards and the ability to track favorite golf games. The Gallus app is available for download in the Apple App Store or Android Market. For more information, call Fort Sam Houston Golf Course at 210-222-9386 or 210-221-5864, Randolph Oaks Golf Course at 210-652-4653 and Gateway Hills Golf Course at 210-671-3466 or 671-2517.

Information, Tickets and Travel

Let our JBSA-Information, Ticket and Tour operations help you take your next journey. Stop by or call for all your travel, tour and ticket needs.

JBSA-Fort Sam Houston

JBSA-Lackland

JBSA-Randolph

Bldg. 1395; 210-808-6262

Bldg 5506; 210-671-7111

Bldg 895; 210-652-5142

JBSATRAVEL.COM

We are a full service 502FSS travel agency located on Lackland, servicing any military, retiree, DOD customers who are in need of any type of leisure travel. Access JBSA-Lackland Leisure Travel office's travel website, where you can book airline tickets, rental cars, hotels, and now FunJet vacation packages!! The site also lists just a few of the many specials we have to offer. If you are interested in cruises or extensive vacation travel, just fill out our travel request form with some information on destination, dates, etc. and we will get back with you to assist in making your vacation dreams a reality! We have many customers who have moved to other bases, or retired and still use our services and the assistance of our very experienced travel agents. We literally have current customers across the globe, where many areas no longer have ITT offices, or offices without Leisure Travel. Everything can be done via phone, email and FedEx. Our agents are very familiar with Military Discounts offered by various companies. There are many advantages of using an experienced travel agency versus going to various online travel sites. One huge advantage is that we are accessible...we are a phone call or an email away. You always have human contact, even if you booked through our jbsatravel.com site. Our travel agents are certified "Destination Specialists" at dozens of locations throughout the world. We use our customers' past experiences, good or bad, to recommend packages/hotels, etc. We always follow up with each customer upon their return, just to get feedback on their experience. We have many group departures throughout the year, whether a cruise, an exotic beach resort or a 10-day European excursion. Many of our group customers receive upgrades and other special perks that not available to most agencies. People say, "why should I pay a travel agent, I can book it myself", we charge a nominal \$10 booking fee, not per person, but per booking. That fee is nothing compared to the advantages we can offer. Personalized service, decades of travel experience, travel insurance plans that include "for any reason" options, added discounts, extensive knowledge on Military discounts that are not always available elsewhere, always someone to reach out to when questions or problems arise...just to name a few.

So, please give us a call so that we may assist in your vacation planning, whether you plan to travel "around the corner...or around the world!! "

Visit jbsatravel.com 24/7, call us at 210-671-7111 or stop by our office Monday-Friday. 9 a.m. to 4 p.m. We stop booking vacation packages at 3:30 p.m. due to the time needed to devote to a customized package.

Upcoming Changes to TRICARE (Provided by 359th Medical Group)

The Military Health System is modernizing to better serve you and respond to changes in law and policy. These modernization efforts will affect what plans are available, reduce TRICARE regions from three to two, affect which regional contractor will administer your benefit, increase access to TRICARE networks, and implement new medical health record technology.

Over the coming months and years, you will see some significant changes to TRICARE. Here is what you can expect: two plans will be updated or created: TRICARE Prime and TRICARE Select; TRICARE For Life (Medicare Wrap Around Coverage) will NOT change; TRICARE North and TRICARE South regions will combine to form TRICARE East, while TRICARE West will remain mostly unchanged; new contractors will administer these two regions; and better integration between military hospitals and clinics and the network of civilian health care providers.

Introducing TRICARE Select

Starting January 1, 2018, TRICARE Standard and TRICARE Extra are converting into a new plan, TRICARE Select. If you currently use TRICARE Standard or TRICARE Extra your plan name will change to TRICARE Select and most will automatically be enrolled in TRICARE Select and will remain in Select unless you choose to change your coverage or you lose [TRICARE eligibility](#).

Features for TRICARE Prime

On January 1, 2018, if you are currently enrolled in TRICARE Prime, you will remain in Prime unless you choose to change your coverage or you lose [TRICARE eligibility](#).

Features for Both Plans

Annual enrollment will change from fiscal year October 1 - September 30 to calendar year (expect to see more information this year). If you choose to switch between Prime and Select, you must do so during an open enrollment period or within 90 days of a major life event like marriage, divorce, child birth, moving, and others. TRICARE will provide more details as they become available.

What Can You Do Now to Prepare For the Changes?

To prepare for the changes now, you should sign up for a [DS Logon](#); Update your personal information in the [Defense Enrollment Eligibility Reporting System](#) for you and your family; and sign up for [eCorrespondence in milConnect](#) so you get important updates.

From the 59th Medical Wing and the 359th Medical Group

We want to hear your voice! The 359 MDG strive to provide the total patient experience through our trusted care model. We define our patient experience as “Patients First” with our safety measures, high quality care, and patient satisfaction.

Patient Feedback

We value your feedback and view it as critical information in providing you the best experience possible. The patient partnership council gives our patients the opportunity to voice their opinions and concerns. Our medical group can take this information and develop solutions that fit the needs of everyone involved. Your input is vital toward improving our patient care program together!

Your engagement with the patient partnership council will give you a unique look into how operations are influenced by the goals and requirements of the medical group. With the opportunity to sit in on meetings, participants will get unique understanding on why procedures are currently being implemented. A new set of eyes could introduce new ideas that will allow us to improve our overall patient care. Concerns that we may have been unaware of can be addressed!

If you would like more information on how to join the council please contact the Randolph Clinic TOPA office at (210) 652-2169 or email monica.a.rendon.civ@mail.mil.

TRICARE’s Nurse Advice Line Helps With Care Options (From Spring-Summer 2017 Afterburner)

Older adults can have multiple health problems and may not know whether they need to see a doctor or can administer self-care, so TRICARE officials want people to consider calling the Nurse Advice Line first before deciding.

TRICARE officials report that more than half of all adults 65 and older have three or more chronic medical problems, such as heart disease, diabetes, cancer, or arthritis.

People suffering from a rash, a sinus infection, or perhaps just have a common cold, can speak with a registered nurse who will help assess if self-care or if you need to see a medical professional.

The Nurse Advice Line provides access to care, especially after hours and when traveling, which helps retirees on the move. It can also help find doctors and schedule next-day appointments at military hospitals and clinics when available.

To access the Nurse Advice Line call 800-TRICARE (824-2273) and select Option 1. Visit the Nurse Advice Line webpage <https://tricare.mil/ContactUs/CallUs/NAL?sc_database=web> for more details.