



JOINT BASE SAN ANTONIO—RANDOLPH



# RETIREE NEWSLETTER

VOLUME 1, ISSUE 1      OCTOBER 2010

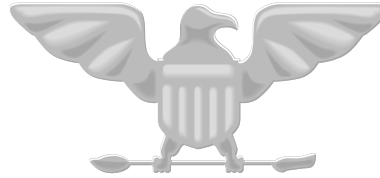
Phone: (210) 652-6880/5778

Toll Free: 1-877-282-2441

Email: [RAO@Randolph.af.mil](mailto:RAO@Randolph.af.mil)

## COLONEL'S CORNER

As the new 902d mission Support Group Commander, I have the privilege of overseeing many of the organizations and services blessed with the opportunity to support our retirees. These include Civil Engineering, Logistics Readiness, Trainer Development, Communications, Security Forces and the Force Support squadrons. In particular, the Force Support Squadron (FSS) oversees many of the support services enjoyed by retirees—such as the clubs, Fitness Center, Skills Development Center, Information Tickets and Tours, swimming pools, etc. The FSS is also home to many other key retiree services, including the Survivor Benefits Program, Casualty Assistance, Finance and Pass & ID, all of which are located in Pitsenbarger Hall, Building 399. When visiting Pitsenbarger Hall a good place to start is the Retiree Activities Office (RAO), Room 115, located on the first floor of the East hallway (just beyond the bathrooms). The RAO is operated by a great volunteer staff that are there to assist you however they can. I encourage you to pay them a visit during your next trip to Randolph.



Colonel Scott Peel  
902nd MSG/CC

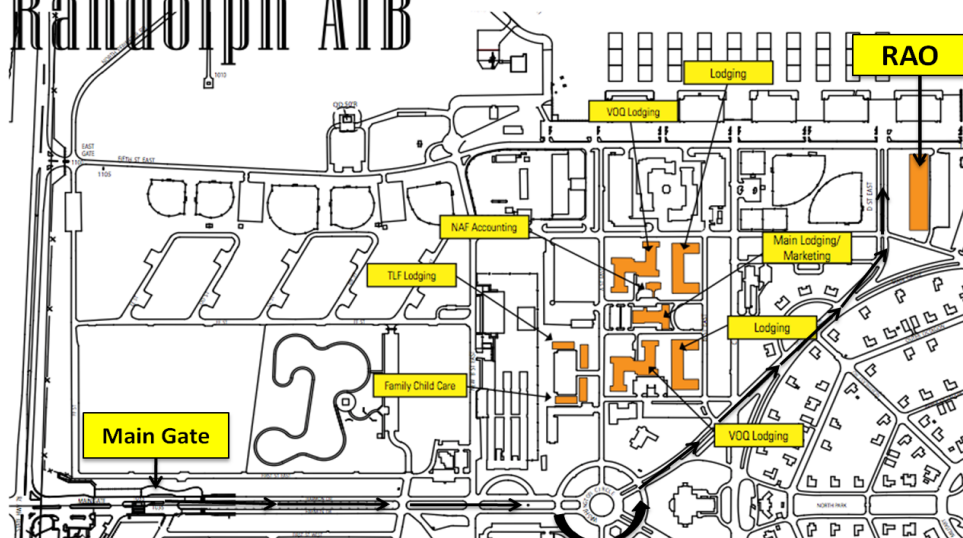
## SPECIAL POINTS OF INTEREST:

- *Hearing Aids at Wilford Hall*
- *San Antonio Zoo Tiny Tot Nature Spot*
- *Invitation to Retiree Appreciation Day*
- *Tax preparation at Randolph*

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## Randolph AFB





Honor Guard  
Volunteers  
Needed

## HONOR GUARD

The Fort Sam Houston Memorial Services Detachment (MSD) needs volunteers to serve as Honor Guard members! MSD Honor Guard members provide the traditional three-volley rifle fire salute (M-1 Garands!) and the sound of “Taps” at military honors ceremonies for veterans of all branches of the military services. If you are a physically able military veteran with an honorable discharge and you would like to become a MSD Honor Guard member, serving just one day a week providing that final act of respect to those who have served this great nation, please contact Mike Hoffman, Lt. Col USAF – Retired at 210-658-7399.

For more information, see the MSD web page:

[FortSamHoustonNationalCemeteryHonorGuard.org](http://FortSamHoustonNationalCemeteryHonorGuard.org).

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## SAN ANTONIO ZOO NEWS

The San Antonio Zoo, one of the nation's prime zoos, features 3,500 animals from 750 species. It offers excellent recreational and education opportunities to its 850,000 annual visitors.

New acquisitions exhibit African and other animals not seen in many zoos. Our displays offer a close-up view.

The Tiny Tot Nature Spot provides a unique opportunity for kids to be face to face with nature--especially animals. Designed for youngsters under five, it's enjoyed by many and is a great experience for grand kids. Embark on a nostalgic train ride on the Brackenridge Eagle before or after visiting the zoo. For many youngsters this might be their first and only train ride.

The zoo offers many interesting vital activities for volunteers which include greeting visitors with information about the animals and exhibits to sharing ideas on conservation. There are opportunities to work with the animal care staff and to help in the administrative work of the zoo. Volunteer positions are available for teenagers, employed and retired persons.

Come visit our booth at the October 30, 2010 Retiree Appreciation Day.

*“THE TINY  
TOT NATURE  
SPOT PROVIDES  
A UNIQUE  
OPPORTUNITY  
FOR KIDS TO  
BE FACE TO  
FACE WITH  
NATURE...”*

## \*\*\*Wow! It's RAD TIME AGAIN\*\*\*

RAD! Retiree Appreciation Day. A special morning event just for you.

When: Saturday, October 30th 2010, 8 A.M. to Noon

Where: Hangar 4 and other locations—Randolph AFB

What: 0730-0800 Exhibitor Set-Up  
 0800 Doors Open to Public  
 0800-0900 Coffee, Snacks, Visit Exhibit Tables  
 0900-0940 A Snappy Welcome and Program  
 0940-1200 Exhibits Open  
 Door Prizes Announced and Won  
 Shuttle Bus Service  
 Time to Roam and Socialize

Why: A Tribute to You and All Military Retirees

We Hope to Have: East (Schertz) Gate Open  
 Medics (Flu Shots)+ at Hanger 4  
 Dining Hall Brunch Available  
 ID Cards + DBIDS Registration  
 DFAS Representative (MyPay)  
 Aircraft

Plan to Attend—Don't Let Us Miss You!



## TROOPS TO TEACHERS

Military Retirees with a bachelor's degree –Troops to Teachers Wants You!

Troops to Teachers (TTT) provide guidance to assist military retirees in selecting custom certification programs and offers financial assistance as well. TTT has two types of financial benefits for which potential teachers may apply—a stipend of up to \$5,000 is available to pay for program costs and processes involved in certification. Should teachers be hired at a high-need campus, they will receive an incentive bonus of \$5,000. Retirees must register with the national TTT Program in Pensacola, Florida to establish eligibility for funds.

Please call the Texas TTT Program in Austin at 1-800-810-5484. Meryl Kettler, Texas TTT coordinator, or Sabria Epps, who will be happy to answer questions and help you register.



## PATIENT BILL OF RIGHTS



For information about patient rights and responsibilities, visit the Health Net Federal Services, LLC website at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com). Click on the “Beneficiary” tab, and then select “Bill of Rights” under “TRICARE Resources.”

You can obtain a copy of the Military Health System’s Notice of Privacy Practices, which details how your personal health care information is protected, at [www.tricare.mil/RecordsAndPrivacy](http://www.tricare.mil/RecordsAndPrivacy).

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## TRICARE QUESTIONS ANSWERED VIA MAIL OR EMAIL

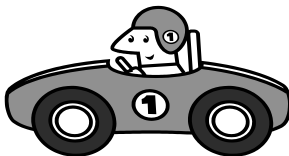
Have a question on how Tricare applies to your personal situation? Write to Tricare Help, Times News Service, 6883 Commercial Drive, Springfield VA 22159; or [tricarehelp@militarytimes.com](mailto:tricarehelp@militarytimes.com). In e-mail, include the word “Tricare” in the subject line and do not attach files. You can also get Tricare advice online anytime at [www.militarytimes.com/tricarehelp](http://www.militarytimes.com/tricarehelp).

For basic information refer to the latest Tricare Handbook at [www.tricare.mil/mybenefit/Download/Forms/Standard\\_handbook\\_LoRex.pdf](http://www.tricare.mil/mybenefit/Download/Forms/Standard_handbook_LoRex.pdf).

*Information from James E. Hamby Jr.’s Navy Times column 22 Feb 2010/ O’Hare/Arlington-Heights SRAO*

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## MATURE SAFETY DRIVING COURSE



Register for Mature  
Safety Driving Course

Previously known as the “55 Alive” Seniors Defensive Driving Course, the new title reflects the elimination of the need to be at least 55 years old to attend this valuable course. Usually conducted periodically at the Randolph Chapel Center, the course is now just four hours long and is packed with useful information designed to increase safe driving habits. Our AARP certified instructors, Al and Skip, team up to make the class fast-paced and interesting. In addition to improving your safe driving skills, completion of this class makes you eligible for a 10% auto collision insurance discount for three years. The course fee is \$14 with AARP members discounted to just \$12.

Be advised that this course does NOT forgive traffic violations. Classes are presently scheduled for October 21, November 19, January 20, February 17 and March 17. Class size is limited. You must register in person, on a first-come first-served basis at the RAO office.

## **DFAS RETIRED PAY**

My name is Jeffrey Johnson, and I am proud to have served seven years of active duty in the United States Navy. I'm also honored to serve you as Deputy Director of DFAS Retired and Annuitant (R&A) Pay.

Read more: <http://www.dfas.mil/rapay/newsletter/deputydirectorscorner.html>

### **DFAS is on Facebook**

DFAS has expanded its online presence by joining its first social networking site: Facebook.

Read more: <http://www.dfas.mil/rapay/newsletter/dfasisonfacebook.html>

### **Did you notice a difference in your CRDP payment?**

Beginning with the June 1, 2010 paycheck, Concurrent Retirement Disability Pay (CRDP) is being rounded down to the nearest dollar amount, rather than paid to the exact penny.

Read more: <http://www.dfas.mil/rapay/newsletter/didyounoticeadifferenceinyourcrdppayment.html>

Separation payment recoupments resumed Aug. 1

Recoupment of military retirees' Voluntary Separation Incentive, Special Separation Benefit and other separation payments resumed August 2, 2010.

Read more: <http://www.dfas.mil/rapay/newsletter/separationpaymentrecoupments.html>

### **U.S. Treasury changes savings bond program**

The Department of the Treasury has changed its policy concerning the issuance of paper savings bonds through payroll savings plans. After September 30, 2010, the U.S. Treasury will no longer issue paper savings bonds to federal employees through payroll deduction. In anticipation of this change, DFAS discontinued bond allotments on July 31, 2010.

Read more: <http://www.dfas.mil/rapay/newsletter/ustreasurychangessavingsbondprogram.html>

### **Retiree Seminars**

Need help with your retired pay or annuity account? Attend one of the many retiree seminars that take place across the country. This summer and fall, DFAS Retired and Annuitant Pay will participate in these retiree seminars.

Read more: <http://www.dfas.mil/rapay/newsletter/retireeseminars.html>



Helpful Pay  
Websites

## DFAS CONTINUED

### Have you moved lately?

Your mailing address is one of the most important pieces of information that you have on file at DFAS. If you've moved recently or have a new P.O. Box, please notify us to ensure that your Retiree Account Statements, tax forms and other important documents will reach you in a timely manner.

Read more: <http://www.dfas.mil/rapay/newsletter/haveyoumovedlately.html>

### Download Entire Newsletter

Download the August 2010 Retired Pay Newsletter in a printer-friendly format (pdf):

<http://www.dfas.mil/rapay/newsletter/august2010/August2010Newsletter.pdf>

*“... two locations where retirees might be able to get their tax return prepared for free.”*

## Income Tax Preparation

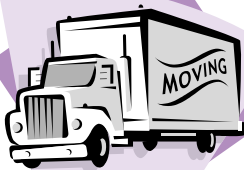
It's not too early to be thinking about next year's tax season. At Randolph there are two locations where retirees might be able to get their tax return prepared for free. AARP sponsors a site for retirees and their dependents. This includes un-remarried widows. Appointments can be scheduled by calling the Retiree Activities Office at 210-652-6880/5778 starting in early January. Appointment dates usually begin the first Tuesday of February. VITA's site can be reached by calling Mr. Queen after mid-January at 210-652-1040. When calling either location, ask about any restrictions (e.g., rental property, self-employment, etc.). Be sure to bring last year's tax return to your appointment.

## DON'T NOTIFY THE RAO WHEN YOU MOVE

The Retiree Activities Office hears from many retirees and surviving spouses who move or change their e-mail address, and in most cases this notification is not necessary.

For people who rely on “snail mail”—meaning they use an envelope and stamp for correspondence—and are a military retiree or an annuitant, it is very important that they notify the Defense Finance and Accounting service of their change of address. There is no need for them to notify Air Force Retiree Services. They can make the change by calling (800) 321-1080.

Neither Retiree Services nor the RAO maintain addresses, and rely on the address people have on record with DFAS to generate Afterburner and Newsletter mailing labels. E-mail addresses are stored using an online list manager



## DON'T NOTIFY THE RAO WHEN YOU MOVE CONT.

service. The only people who need to notify Retiree Services when they move are those non-annuitants who have already registered with the editor to receive hard-copy Afterburners.

People subscribed to receive the Air Force Retiree News Service and e-Afterburner via e-mail can change their e-mail address by visiting the Air Force Retiree Services Web site at [www.retirees.af.mil](http://www.retirees.af.mil) and clicking on "Subscribe" on the top navigation bar. Find "Afterburner/AFRNS" in the first column of products and click on the "Unsub" dot. Scroll to the bottom of the page and enter the old e-mail address. Click on "Submit". Go back up and click on the "Sub" dot next to "Afterburner/AFRNS." Scroll to the bottom of the page and enter the new e-mail address. Click on "Submit".

People may receive an e-mail confirmation message and must respond in order to start the subscription.

Subscribers using spam-blocking software on the e-mail address they provide may not receive mail from the system unless they add [afpc.retiree@randolph.af.mil](mailto:afpc.retiree@randolph.af.mil) to their list of approved senders.



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## HERE IS THE EAR-HEAR-BETTER STORY

RACHAP is an acronym for **Retirees At-Cost Hearing Aid Program**. This is a Department of Defense program initiated to assist Veterans in obtaining hearing aids. This program allows the veteran to purchase, with the consultation of an audiologist, the hearing aid of their choice at-cost from the hearing aid manufacturer. The facility at which the hearing aids are ordered assists with ordering, fitting and follow-on care. Veterans purchasing hearing aids directly from the manufacturer must pay, by check or credit card, at the time the order is placed.

There are a number of hearing aid manufacturers that are under government contract. All offer similar products, but some provide products which are unique and part of a signature line for that vendor. The service provider can offer guidance on any limitations or features to assist you in the purchase of a particular model or size. What you decide on, given that there are no limitations due to the degree of hearing loss, will depend on preference for size (small vs. large) your budget and communication needs.

All government program hearing aids come with a sixty day trial period and a standard two-year warranty which covers repairs, loss and damage.

Presently a limited program is available at the Wilford Hall Audiology Clinic. Telephone 210-292-4527 for more information.



## NEW BASE-ENTRY SYSTEM REQUIRES RETIREE REGISTRATION

### HEARD OF DBIDS YET?



The **D**efense **B**iometric **I**dentification **S**ystem is already operational at some bases overseas and in the continental United States. Randolph is in the “Socialization” phase and soon will begin full implementation. Retirees, survivors and their family members have begun registering their identification cards as the Air Force adopts a new base entry system that uses scanning devices to manage access.

Actual registration takes only a few minutes. It may be accomplished at the Visitor Center just outside the main gate or in Pittsenbarger Hall, Building 399 located adjacent to the East flight line. DBIDS uses an automated process to ensure only those persons with authorized access are allowed on the installation.

Guards scanning ID cards will see a red or green display at the bottom of their scanner screens; a red display will say “stop” and indicate why base entry is not authorized, giving up to 26 different messages. Besides showing if access is authorized or denied, the scanner allows a gate guard to see a detailed view that provides more information about the card holder. Although the actual scanning by the guards only takes a few seconds, there may be some delays at gates as everyone gets used to the process. A little patience will be appreciated and keep your day running smoothly.

If you have not already registered, please do so at your earliest convenience.

Excerpts courtesy of *Afterburner* 02102010)

## RAO RELIABLE, ACCURATE, OPTIMISTIC



Can you imagine a group of twenty or so persons who actually enjoy volunteering three or four hours each a week to help and assist fellow and sister retirees? That’s exactly the character of the Randolph RAO staff volunteers. It makes each of us “feel good” when we can address and resolve the issues, irritations and problems associated with retiree activities. We sincerely believe we can reliably provide accurate information and assistance to improve the quality of your life.

Perhaps you might think of us as a first-stop shopping information center for retiree activities. We are adept at interviewing and analyzing your concerns and referring you to the agency or department which can explain, change or resolve your particular issue. If we can’t “fix-it” we will put you in contact



## RAO CONT.

with someone who can. And often we will help with follow-up issues.

Your RAO interfaces with the AARP to bring trained income tax counselors to Randolph to help you prepare your annual income tax document and submit it by postal mail or file it electronically. AARP certified instructors offer a fast paced four-hour Mature Driving Seminar on a monthly basis, here at Randolph. They address current issues related to senior driving and those skills and habits which, when utilized, help you become a safer driver. A benefit to completion of the program is a reduction to your collision insurance premium.

Your RAO volunteers put together this newsletter, chock full of valuable information, and mail it to you in the Spring and Fall of each year.

A highlight enjoyed by hundreds of participants is the Annual Retiree Appreciation Day—Saturday, October 30th this year. Forty or so exhibitors are available for your perusal. A short heart-rendering patriotic program is always a most popular feature. Several valuable door prizes will be won by those lucky persons in attendance.

If it's a retiree activities issue we more than likely "do it" or know about it. Hopefully your experience with the RAO will be helpful and pleasant. We are always pleased to offer you our assistance.

Leonard P. Zych  
Retiree Activity Program Director

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## AUSTIN AREA NEWS

**The Austin Area Pages – Fall/Winter 2010**  
**Information directed toward the unique informational needs of military retirees in the Austin area. Compiled at the Air Force Retiree Activities Office (RAO) on Camp Mabry, Austin.**



***From the Director:*** Here at the RAO we have finally emerged from the summer doldrums and are anxious to get back to the business of supporting the retired community in their efforts to wade through the many rules, regulations and paperwork related to retiree benefits. Unfortunately, the staff of the RAO continues to decline. We need new blood. Our three-day week reflects the lack of volunteers. We can't offer a salary or bonus package, but we can offer the satisfaction of having given crucial help to a fellow retiree or their family when needed.

Stop in at the RAO office between ten and one, Wed thru Fri. We're in the Mabry Base Exchange building, right next to the snack bar.

## AUSTIN AREA NEWS CONT.

**Medicare Improvements for 2011** Many older military retirees in the Austin area, because of a lack of military treatment facilities, depend upon TRICARE For Life (TFL) as their predominant medical resource. The ***Patient Protection and Affordable Care Act*** (H.R.) 3590, signed into law March 23, along with a companion reconciliation act, has a couple of Medicare changes which will benefit TFL participants who rely on Medicare.

Prior to this act, Medicare provided only one cost-free wellness exam – this at the first enrollment into the program. As of Jan 1, the program will provide for a wellness exam, to include a health risk assessment, every year.

The act also increases the number of other preventive and screening services Medicare will provide.

To obtain further information on TFL and on Medicare go to: [www.military.com/benefits/tricare/tricare-for-life/tricare-for-life-and-dual-eligibility](http://www.military.com/benefits/tricare/tricare-for-life/tricare-for-life-and-dual-eligibility) and to: [www.medicare.gov](http://www.medicare.gov)

Phone: TFL - 1-866-773-0404, 1-866-363-5433  
(Spanish) Medicare -1-800-633-4227

### **TRICARE SERVICE CENTER**

*HUMANA Military Healthcare Services*

*9101 Burnet Road*

*Suite 104*

*Austin, TX 78758*

*(800) 444-5445*

### **U.S. Treasury Changes In Savings Bond Program Affects DFAS Payroll Savings**

The Department of the Treasury has changed its policy concerning the issuance of paper savings bonds through payroll savings plans. After September 30, the U.S. Treasury will no longer issue paper savings bonds to federal employees through payroll deduction. In anticipation of this change, Defense Finance and Accounting Service (DFAS) discontinued bond allotments

July 31.

You can still purchase savings bonds and other Treasury securities through a deduction from your retired pay by creating a *TreasuryDirect* account with the Dept. of the Treasury. *TreasuryDirect* is a secure and reliable online system that allows you to purchase Series EE and I savings bonds, Treasury bills, notes, bonds and Treasury Inflation Protected Securities (TIPS).

To continue payroll deduction, you must open a *TreasuryDirect* account by visiting <http://www.treasurydirect.gov/>. On the *TreasuryDirect* home page, click “*TreasuryDirect*” under the “Open an Account” menu on the right side of the page. After following the instructions, you will obtain a unique account number that you can use to review the Treasury securities available for purchase.

Once your account is created, you can inform DFAS to establish your *TreasuryDirect* deduction. Be sure to indicate that you want to start a *TreasuryDirect* allotment, the monthly amount you would like DFAS to deduct from your retired pay, the month in which you would like us to start your allotment and your Social Security Number.

Mail your request to:

DFAS U.S. Retired Military Pay

P.O. Box 7130

London, KY 40742-7130

Or call the Retired and Annuitant Pay Contact Center at **1-800-321-1080**.

There are several advantages to the *TreasuryDirect* deduction over the previous paper savings bond deduction plan, such as the ability to monitor your account activity online.

Paper bonds are still available for purchase through participating financial institutions.

Bonds that DFAS is currently holding for safekeeping for customers are already in an electronic format and will not be affected by this change.

The Treasury expects to save \$400 million in taxpayer money and cut the use of 12 million pounds of paper over the first five years the

## AUSTIN CONT.

change is in effect. (From Retired and Annuitant Pay Newsletter)

### Support Your Local Exchange

Established July 25, 1895  
 Camp Mabry Exchange Bldg. 58  
 PX (512) 782-5120 Mon 1000-1800/ Tues  
 thru Sat 0900-1800/ Sun 1100-1800  
 Food Service (512) 467-0050 Mon thru Sat  
 1000-1400 / Sun Closed  
 Barber Shop (512) 419-1224 Mon 1000-1700/  
 Tue thru Sat 0930-1700/ Sun 1100-1600  
 Texas Pride Gifts (512) 458-8897 Mon thru Sat  
 1000-1800/ Sun 1100-1600

**BX Customer Comment Program** Chief Jeffrey Helm, Army and Air Force Exchange Service’s (AAFES) Senior Advisor reports the service continually reaches out to the military community to find out what customers would like to see more of and what they desire less. Stock assortments are continually adjusted to meet customer needs.

Some comment and feedback methods include postage-paid comment cards and the use of social media channels such as Facebook and Twitter. In fact, an expressed interest in extended savings opportunities in these venues prompted the creation of a recently launched program that makes coupons exclusively available through the Exchange’s Facebook page.

For local suggestions and concerns call **(512) 782-5120**. To pass on a compliment for service you’ve received, or to pass on a suggestion or concern you have to AAFES, call **1-800-527-6790 or DSN 967-2011**. Send your comments on-line by clicking the “Contact Us” line at the bottom of the AAFES home page at [www.aafes.com](http://www.aafes.com).

**Casualty Assistance - Death Notification** To report the death of an Air Force retired member, call the Air Force Casualty Assistance Office at toll free **(877) 353-6807** and also the Defense Finance and Accounting Service (DFAS) at toll free **(800) 269-5170**. When an Air Force sur-

viving spouse dies, call the DFAS number. **RE-MINDER: Following the death of a retired member, surviving family members must obtain new ID cards as soon as possible.**

### *Austin-Area Congressional Representatives*

**District 10** .....*Hon. Michael McCaul*  
*Austin Phone: (512) 473 2357 fax 0514*  
**District 21** .....*Hon. Lamar S. Smith*  
*Austin Phone (512) 306-0439 fax 0427*  
**District 25**.....*Hon. Lloyd Doggett*  
*Austin Phone: (512) 916-5921 1-866-916-5921*  
**District 31** .....*Hon. John Carter*  
*Round Rock Phone (512) 246-1600*

### *Senators*

**Sen. John Cornyn**  
*Austin Phone.....(512) 469-6034 fax 6020*  
**Sen. Kay Bailey Hutchison**  
*Austin Phone.....(512) 916-5834 fax 5839*

*Additional information on Representatives and Senators, including e-mail contacts, can be found at [www.senate.gov](http://www.senate.gov) and at [www.house.gov](http://www.house.gov) respectively.*

### **VA Testing “Paperless” Processing Of Claims**

The Department of Veterans Affairs (VA) has selected its regional benefits office in Providence, R.I., to test a paperless system and new procedures to improve processing of Veterans’ claims for disability compensation.

This test program marks a major milestone in VA’s move to “paperless” processing, said Secretary of Veterans Affairs Eric K. Shinseki.

The Providence pilot is part of the Veterans Benefits Management System, one of more than three dozen initiatives in progress at VA to “break the back of the backlog.” Secretary Shinseki has set a goal that by 2015 VA will process all claims within 125 days with 98 percent accuracy.

**NOTE:** VA forms can be downloaded at: <http://www.va.gov/vaforms/>

## AUSTIN AREA NEWS CONT.

### How to Contact the AF RAO at Camp Mabry

**Telephone: 512 782-6859**

**10 a.m. - 1 p.m. W-F**

**Walk-In - Southeast Corner Inside PX Bldg.**

**Mail:**

***Retiree Activities Office***

***HQ TX ANG Camp Mabry***

***2211 W. 35th St. Bldg. 58***

***Austin, TX 78703***

***Volunteers Needed***

**Free Rides Seniors and Disabled** All seniors, persons with disabilities, and Medicare Card holders can travel free on Austin's Capital Metro bus system after purchasing a \$5.00 Capitol Metro ID card. The card is good for two years and can be purchased at the Capitol Metro Transit Store at 323 Congress Ave., **(512) 389-7454**.

Capital Metro also provides free service on Capital MetroRail – a nine-station rail route between downtown and Leander for people using the Capital Metro ID card obtained at the Transit Store. Unfortunately, buses do not operate onto Camp Mabry but do drop passengers near the main gate.

Further information can be obtained from the above phone number or at [www.capmetro.org](http://www.capmetro.org).

### **ID Cards**

**Bldg. 34 Camp Mabry**

**8 a.m. to 6 p.m.**

**Monday thru Friday**

**Phone: (512) 782 – 6841**

**(Will issue Army base decals; call before coming)**

**Naval Reserve Center**

**4601 Fairview Drive**

**9 A.M. -11 A.M.**

**Phone: (512) 458-4154**

**Tuesday and Thursday**

**Your mailing address** is one of the most important pieces of information that you have on file at DFAS. If you've moved recently or have a new

P.O. Box, please notify DFAS to ensure your *Retiree Account Statements*, tax forms and other important documents will reach you in a timely manner.

### How to Contact DFAS

**Military Retired Pay**

**By MyPay Web Site:**

***<https://mypay.dfas.mil/mypay.aspx>***

**By Mail:**

**Defense Finance and Accounting Service**

**U.S. Military Retirement Pay, PO Box 7130**

**London, KY 40742-7130**

**By Phone:**

***1-800-321-1080 or fax 1-800-469-6559***

***Military Annuitant***

**By Mail:**

**Defense Finance and Accounting Service**

**U.S. Military Annuitant Pay, PO Box 7131**

**London, KY 40742-7131**

**By Phone: *1-800-321-1080 or fax 1-800-982-8459***

**Notify the DFAS immediately after a change of address for your retired pay or annuity.** If submitting your request in writing, please include both your old and new mailing address, along with the effective date for the new address. In addition, please include your *name, social security number and signature with date* on your request.

*The information on this page is directed toward Retirees in the Austin Area. Although it may sometimes be appropriate for other retirees, some of the information may not apply unless you live in the Austin Area.*

**AUSTIN CONT.**Information Operators

Brooke AMC (210) 916-4141  
 Camp Mabry (512) 782-5001  
 Fort Hood (254) 287-1110  
 Fort Sam Houston (210) 221-1211  
 Kelly/Lackland AFB (210) 925-1110  
 Lackland AFB (210) 671-1110  
 Randolph AFB (210) 652-1110  
 Wilford Hall (210) 292-7100

Camp Mabry

Billeting 782-6841  
 Camp Mabry Exchange 782-5120  
 Food Service 467-0050

## ID Cards:

Natl. Guard 782-6841  
 Naval Reserve 458-4154  
 Legal 782-5057  
 Museum 782-5659  
 Retiree Activities Office (RAO) 782-6859

TRICARE

Dental Insurance 1-888-838-8737  
 Express Scripts 1-866-363-8779  
 Pharmacy Help 1-877-363-6337  
 TRICARE For Life (TFL) 1-866-773-0404  
 1-866-363-5433(Spanish)

TRICARE Service Center 1-800-444-5445  
 Audio Health Library 1-877-217-7946

Medicare

Help Line 1-800-MEDICARE  
 1-800-633-4227

Natl. Cancer Institute 1-800-422-6237  
 Social Security Admin.  
 1029 Camino La Costa  
 206-3700 1-800-772-1213

DoD

DEERS Update 1-800-538-9552

Defense Finance & Accounting Service

Retired & Annuity Pay  
 Contact Center 1-800-321-1080  
 Death Notif. 1-800-269-5170  
 Coast Guard - Retiree & Annuitant  
 1-800-772-8724

Veterans Affairs (VA)

Austin Outpatient Clinic 389-1010  
 Cedar Park CBOC 260-1368  
 Benefit Counselor 1-800-827-1000  
 CHAMPVA 1-800-733-8387  
 Grave Info. 1-800-827-1000  
 (VA Cont)  
 Health Care Program  
 1-877-222-VETS/8387  
 Headstone and Marker Status  
 1-800-697-6947

Life Insurance Info 1-800-669-8477  
 Retro Program 1-877-327-4457  
 TDD 1-800-829-4833

Texas Veterans Commission

Counselors:  
 Austin 389-6543/463-5538  
 Cedar Park 260-1368 Ex 58022  
 Travis County Veterans Service Off.  
 854-9340

AARP

Austin Office 480-9797

Brooke Army Med. Cr. (SAMMC-N)

DSN 421-XXXX  
 Appts. (210) 916-9900  
 1-800-443-2262  
 Pharmacy (210) 916- 1536  
 Refills (210) 295-8700  
 1-800-771-3455

Fort Sam Houston

DSN 471-XXXX  
 Commissary (210) 221-4678  
 Legal (210) 221-2353  
 Main Exch. (210) 225-5566

Kelly/Lackland

DSN 945-XXXX  
 Passenger Terminal Flight  
 Recording (Space A) (210) 925-8715

Lackland AFB

DSN 473-XXXX  
 Commissary (210) 671-2837  
 Legal (210) 671-3361  
 Main Exchange (210) 674-6465

Randolph AFB

DSN 487-XXXX  
 AF Retiree News 1-800-558-1404  
 Commissary (210) 652-5102  
 ID Card (210) 652-1845  
 Legal (210) 652-6781  
 Main Exch. (210) 658-7471  
 Pharmacy (210) 652-4127  
 RAO (210) 652-6880  
 1-877-771-3455

AF Personnel Center (AFPC)

SSN 665-XXXX  
 Casualty Reporting (210) 652-2104  
 1-877-353-6807  
 Survivor Benefit Plan (SBP) 1-800-531-7502  
 (210) 652-3633

Wilford Hall (SAMMC-S)

DSN 554-XXXX  
 Information (210) 292-7100  
 Refill Pharmacy (210) 292-7000  
 1-800-469-7170

Fort Hood

DSN 737/738-XXXX  
 Casualty Assistance (254) 287-7200  
 Commissary Clear Creek (254) 287-5943  
 Warrior Way (254) 287-8025  
 Exchange info (254) 532-6537  
 Main Exch (254) 532-7200  
 New PX Facility (254) 532-8100  
 ID Cards (254) 287-2518  
 Legal (254) 287-7901  
 Retirement Serv. (254) 287-5210  
 1-800-403-6640  
 Soldier Locator (254) 287-1110

Darnall Army Community Hospital

DSN 738-XXXX  
 Appts. 1-800-305-6421  
 (254) 288-8888  
 Cancel Appt. (254) 288-8911  
 Health Benefits Advisor (254) 288-8155  
 Information (254) 288-8000  
 Patient Assistance (254) 288-8156  
 Pharmacy (254) 288-8801  
 Refill 1-800-351-3636  
 (254) 288-8802

Lodging

AF Lodging 1-888-AF LODGE  
 1-888-235-6343  
 Army lodging 1-800-GO-ARMY-1  
 1-800-462-7691  
 Navy lodging 1-800-NAVY INN  
 1-800-628-9466  
 Armed Forces Vacation Club  
 1-800-724-9988

Note: Some of these phone numbers may not be applicable for persons outside of the Austin area. Send corrections, comments, to: gclark5@austin.rr.com

## HOUSTON

### The Ellington Retired Activities Office

The Retired Activities Office (RAO) Houston is now located in room 2150 of the Joint Armed Forces Reserve Center, Ellington Field, Houston, TX.

Our new phone number is 832-380-3010.

We are temporarily located and hope to find a "final home" in the currently being constructed "Welcome Center," which is scheduled for completion in January 2011.

Here is the information to contact the RAO. They may be able to help in regard to wills, legal affairs, and other services possibly available for retirees at Ellington:

YNM Bill Morrow, USNR-R(TAR) Retired  
Volunteer Director, RAO Houston, TX  
713-774-0912 (Home phone)

### ID Cards

The new ID card office in Ellington is located in Bldg. 1056. All transactions are done on a walk-in basis.

The business days and hours are Tuesday through Friday, 0730 to 1200hrs. If Monday is a holiday, the office will be closed the Friday before. They now have three machines so the wait will not be as long as was previously reported. The average wait is approximately two hours.

The new number is (281) 929-2860 and the fax number is (281) 929-2247.

When you call, you will hear a lengthy recording outlining the paperwork and/or information you will need to conduct your transaction. You should also be able to leave a message.

The Texas National Guard Armory at 15150 Westheimer Parkway does retired and dependent ID cards on a walk-in basis. They are open Monday thru Friday, from 0800 to 1600, closed for lunch from 1200 to 1300hrs. They advise that you call first to make sure there will be someone there before you come. The number is 281-558-1742, ext 6620.

Some people have asked about the removal of SSANs on dependent ID cards. The new policy is to remove the dependent's SSAN but the sponsor's SSAN will remain. Also, the new biometric ID cards, with the fingerprint and all, are not available at Ellington but they are issuing them at Randolph.

### The Houston Military Affairs Committee

The objectives of the Houston Military Affairs Committee (<http://www.hmac.us/>) are to promote the image of the Armed Forces of the United States by providing a forum for appropriate speakers, participating in special



#### Houston Area

Contact information for  
MSgt Tommy Green  
(RET)

Cell: (281) 772-1827

Email:

[needtawrite@gmail.com](mailto:needtawrite@gmail.com)

## HOUSTON AREA NEWS CONT.

*“NEARLY 1 IN  
5 RETURNEES  
FROM IRAQ  
AND  
AFGHANISTAN  
WILL SUFFER  
FROM  
PTSD...”*

events having local and national significance, supporting the activities of both Active and Reserve Forces, and creating an organization which will meet the professional and social needs of its members in the Houston area.

### **Military Ministry PTSD**

The Spiritual Challenge of PTSD - Our military members fight two wars – one on the battlefield...and one in their souls after they return home. For thousands of veterans and their families, despair has become an unwelcome, but constant companion.

Nearly 1 in 5 returnees from Iraq and Afghanistan will suffer from PTSD, and less than 40% of these will seek help. Their suicide rate is almost twice the national average, and two out of three of their marriages are failing.

How You Can Help - go to [www.PTSDhealing.org](http://www.PTSDhealing.org)

PTSD Foundation of America - [www.PTSDUSA.org](http://www.PTSDUSA.org)

Help is a Phone Call Away

The VA has instituted a help line for those in extreme distress. The toll-free hot line number is 1-800-273-TALK (8255). VA's hot line will be staffed by mental health professionals in Canandaigua, N.Y. They will take toll-free calls from across the country and work closely with local VA mental health providers to help callers.

### **2010 SALUTE TO VETERANS - November 5**

Please mark your calendar and make your reservation for our 2010 Salute to Veterans hosted by the Houston West Chamber of Commerce on November 5, from 11AM to 1:30PM at the Omni Hotel located at Katy Freeway and Eldridge.

Our veterans are our honored guests and attend through individual and corporate sponsorship. We expect this event to sell out and would not want you to miss out, so if you plan on attending would you kindly complete the reservation form by clicking the following...

<http://www.hayleyranch.com/recentupcomingevents/salutetoveterans.html>

...for our 2010 Salute to veterans hosted by the Houston West Chamber of Commerce. We will match your attendance up with a sponsor.

For more information, go to the HVAC website.



### **The Military Order of the Purple Heart**

The Military Order of the Purple Heart Chapter 723, Katy, Texas invites all combat wounded men and women of all wars to become a member. If you are interested, contact Dave Lemak at 281-633-0098 or by e-mail to [uscmdelta1@yahoo.com](mailto:uscmdelta1@yahoo.com).



RAO

902 MSG/CVR  
550 D Street East STE 5  
Randolph AFB TX 78150-4431

Phone: 210-652-6880/5778  
E-mail: [RAO@randolph.af.mil](mailto:RAO@randolph.af.mil)

“STILL SERVING”

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