



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

VOLUME 2, ISSUE 2 SPRING 2012

Phone: 210-652-6880/5778

Toll Free: 1-877-282-2441

Email: rao.randolph@us.af.mil

Web Page: <http://www.randolph.af.mil/retireeactivitiesoffice/index.asp>

Leadership Change

We've had a change of leadership since our last mailed newsletter. CMSgt (USAF-Ret) Jon Lindgren moved up to be Director after Col (USAF-Ret) Len Zych stepped down. Also, Lt Col (USAF-Ret) Mike Hoffman is Deputy Director.

Your RAO staff of twenty (more or less) talented, pleasant, and knowledgeable folks is always ready to assist you in providing pertinent information about concerns and issues of your interest. Think of us as a retiree's first-stop shopping center. While we may not be able to promptly answer every one of your inquiries, we will attempt to quickly connect you with the office and persons who will.

Budget Reductions and Effects Upon Future Newsletters

The October 2011 Newsletter was not mailed out because of budget restrictions. Although this newsletter contains much of what was in the October issue, if you want to read what was in the October 2011 edition, go to our web page. Budget limitations also forced us to reduce the size of our newsletter from 16 to 8 pages. Depending upon funds, future newsletters may be adversely affected too. If you don't receive a copy for a while, check our web page for an explanation and to download a new newsletter.

ATTENTION: As a cost-cutting measure, we will be restricting future mailed newsletters only to people living close to Randolph. Therefore, if the first three digits of your ZIP code are 758, 765, 770, 771, 772, 773, 774, 775, and 778, this will be the last newsletter you will receive through the mail. Of course, we will continue to post issues of future newsletters on our web page.

Randolph Casualty Assistance and Survivor Benefits Program Offices Move

Randolph's Casualty Assistance and Survivor Benefits Program (SBP) offices have moved from Building 399 to Building 693. Their duty hours are 0900 to 1700. Since they are extremely busy, they work on an appointment basis. For appointments please call 210-652-2104 for Casualty Assistance 210-652-3633 for SBP. Depending upon the amount of scheduled appointments, walk-ins may face considerable waiting time or be asked to return later.

Mature Driving Course

The AARP-conducted Mature Driving Course at Randolph AFB is offered to retirees and un-remarried spouses of deceased retirees. The program is conducted throughout the country in one half-day session. The course addresses the physical changes that can affect your driving ability, 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 must fill out an enrollment application prior to attending the class. There is a \$12 charge per person for AARP members or \$14 for non-members. Fees are collected at the beginning of the

Class. AARP cannot accept cash; checks only please. Upcoming classes in 2012 are on 26 Jul, 27 Sep, and 25 Oct. If you are interested in attending one of the courses, call 210-652-6880.

Randolph AFB Clinic (Provided by 359 Medical Group)

TRICARE Prime Payment Changes. To comply with government directives, beginning April 1, 2012, only checks, cashier's checks, and money orders will be accepted for initial premium (new enrollments) for TRICARE Prime enrollment payments. After the initial enrollment payment, all other payments must be made by credit card, electronic funds transfer (EFT), or allotment deduction. You can pay on a monthly basis as long as you select automated monthly payments through allotment or EFT. Please visit our website at www.humana-military.com or visit your local TRICARE Service Center to complete the forms for activating a monthly payment option.

Randolph Clinic Hours. Monday-Friday 0730-1630. Closed 1200-1630 on the 4th Wednesday of every month for training. (Training days may be adjusted to accommodate federal holidays.) For the most up-to-date information, including closures, please visit our Facebook site: search for "Randolph Clinic."

To Book an Appointment. Please call 210-916-9900. You may use the appointment line to book, cancel, or change appointments.

New Procedures at the Randolph Satellite Pharmacy. Prescription refill services have been enhanced! The Base Exchange pharmacy is now able to dispense refills for all drugs stocked by the Joint San Antonio Refill Center located at Lackland AFB, to include many drugs that are non-formulary at Randolph AFB. When ordering a refill, please carefully listen to the recorded message and select option "2" for refills to be delivered to the Randolph Base Exchange. In addition, refills called in as late as noon will be available at 0800 the next duty day. In a similar manner, new prescriptions left at the Base Exchange prescription drop-off box prior to 1615 will be ready for pick-up at 1000 the next duty day. Please allow two duty days for processing if the drop-box order is made after 1615 Monday through Friday, on Saturday, on Sunday, and on all federal holidays. The pharmacy staff appreciates your patience as we continue to improve pharmacy services.

Access to Care Standards. ACUTE: Within 24 hours. Used for minor injury or sudden onset of acute illness. ROUTINE: Within 7 days. Used for chronic problems or new problems that are non-urgent in nature. WELLNESS: Within 28 days. Used for wellness visits or physicals.

For Emergency Care Dial 911. There is no emergency room on Randolph AFB. The closest military emergency room is located at the San Antonio Military Medical Center (formerly Brooke Army Medical Center).

Legal Assistance (Provided by Staff Judge Advocate)

Legal assistance is a free service that allows individuals to meet privately with an attorney to discuss personal civil legal matters. Attorneys offer advice on a wide range of legal matters, including family law, wills and estates and consumer and financial issues. If you have a legal problem, schedule an appointment with the Legal Office. Legal advice is not given over the phone.

To qualify for legal assistance, retired military members and their dependents must have a valid military identification card. The Randolph AFB Legal Office is located on the main floor of the Headquarters Building (Taj Mahal), Room 100. Their phone number is 210-652-6781.

The Legal Office provides assistance primarily by appointment; however, walk-in **legal assistance** is on

Tuesdays from 0830-1030. Walk-in **will service** is available on Thursdays from 0800-1000 hours. Please call ahead to make sure an attorney is available on those days, as command duties may require these services to be cancelled. **Notary and power of attorney** service is on Monday thru Friday 0830-1600 hours. To expedite service go to the legal website <https://aflegalassistance.law.af.mil/las/las.html> before you go to the Legal Office. Fill out the appropriate document, write down or copy the ticket receipt number (it is case sensitive so write it down correctly), call the Legal Office before your appointment, and provide them the ticket number.

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

Force Support is all about the customer

By Ashley M.D. Murphy, JBSA-Randolph Force Support Squadron marketing

Only one unit in the Air Force is completely customer-service driven, and driven to succeed: The Force Support Squadron.

The Joint Base San Antonio-Randolph Force Support Squadron is responsible for providing manpower and organization, education, professional military education, career enhancement, Airman and family support services, and quality of life programs for military and civilian members and families of the 502d Air Base Wing, 12th Flying Training Wing and Randolph Air Force Base mission partners. Additionally they support more than 60,000 military retirees and their family members in the San Antonio area.

“People are our most valuable resource and our customers are our number one priority,” says Terrye Heagerty, JBSA-Randolph Force Support Squadron Director. “All employees are empowered to take the necessary actions to satisfy our customers.”

Anything that has to do with food, family or fun is probably organized by the FSS. They provide meals daily at the dining facility and clubs, host weekly programs at the Airman and Family Readiness Center, develop seasonal sports programs, orchestrate annual base-wide events, and so much more.

All FSS events and happenings can be found online at Randolphfss.com or by searching for ‘902 Force Support Squadron’ on facebook. Anyone can pick up an ‘@ Your Service’ magazine at most facilities on base. There is also an option to have a bi-weekly electronic newsletter delivered to any inbox – just call 210-652-2052 and ask to be added to the list. Whatever one’s preference is to stay in touch, the JBSA-Randolph FSS will deliver. After all, it’s all about the customer!

VACATIONS ARE BETTER WHEN YOU BOOK WITH *LEISURE*. Sign up now for the Disney group cruise on Oct. 13! It departs from Galveston and stops at Grand Cayman, Costa Maya, and Cozumel. Looking to get away? Keta from the Randolph Leisure Travel Office can help with this trip and all your travel needs. From Sandals Resorts to local stay-cations she has the resources to make traveling worry-free. Call Keta today at 652-2497 or visit her at ITT, Building 897.

Removing Social Security Numbers From ID Cards

To protect the safety of retirees and their families, the Department of Defense is removing the Social Security Number (SSN) from DoD ID cards. The SSNs will be removed when an ID card expires. If you have an ID with an indefinite expiration date and you desire to remove your SSN, go to a facility that issues ID cards and have your card reissued without an SSN. Your SSN will be replaced with a

Benefits Number. (No, you can't have your old serial number back.) Two valid original forms of ID are required. One must be a federal or state-issued photo ID. The other can be your old ID card.

Military Personnel Records

The National Personnel Records Center, Military Personnel Records (NPRC-MPR) is the repository of millions of military personnel, health, and medical records of discharged and deceased veterans of all services. (Records prior to WWI are in Washington DC.) NPRC (MPR) also stores medical treatment records of retirees from all services, as well as records for dependent and other persons treated at naval medical facilities. Information from the records is made available upon written request (with signature and date) to the extent allowed by law.

If you are a veteran or next-of-kin of a deceased veteran, you may now go on line and use eVetrecs (<http://www.archives.gov/veterans/military-service-records/>) to order a copy of your military records, **especially copies of DD Forms 214**. For all others, your request is best made using a Standard Form 180, which can be downloaded or copies are available at the Randolph RAO. It includes complete instructions for preparing and submitting requests. **Please Note:** All requests must be in writing, signed and mailed to **National Personnel Records Center, 1 Archives Drive, St. Louis, Missouri 63138**.

Property Tax

Are you paying too much property tax on your personal residence? Among the most common exemptions in Texas are Homestead, Over-65, Disability (to include VA disability from 10 to 100%, as well as for individual unemployment). For more information you can call your county appraisal district office. Most counties have websites from which you may download exemption forms.

Who Should Be Notified In the Event of My Death?

1. Air Force Casualty 877-353-6807
2. Defense Finance and Accounting Service 800-321-1080 or 216-522-5955
3. Social Security Administration 800-772-1213
4. Department of Veterans Affairs (if applicable) 800-827-1000
5. Office of Personnel and Management (if applicable) 724-794-8690
6. Any fraternal group in which you have membership, such as MOAA, FRA, NCOA, VFW, AL, TREA, or NAUS.
7. Any previous employer that provides pension or benefits.
8. Life insurance companies (if applicable)

The above information is not all-inclusive and should be used with other estate planning tools to lessen trauma to your loved ones. Your nearest military casualty assistance office personnel stand ready to assist.

Wanna Volunteer?

For those of you who live near Randolph and have some spare time, consider volunteering at the RAO. Drop and see us and we will explain our duties. Working in the RAO keeps you in tune with what's going on in the Air Force and it provides a service to the retiree community. See you soon!

New Appointment Procedure for 902 FSS Military Personnel Section Customer Support

The 902 FSS Military Personnel Section Customer Support in Pitsenbarger Hall (Bldg 399) has an appointment system for people desiring to get ID cards or make changes in DEERS. You may call 210-652-1845 for an appointment or go to <https://rapids-appointments.dmdc.osd.mil> to make an appointment over the Internet.

You must have an appointment to obtain service from Customer Support.

If you use the Internet, go to the website and click on tab “Make Appointment,” select TX for the state, type in Pitsenbarger Hall for the building, type in 78150 for the ZIP Code, and then click the “GO” button. On the next page, select Item 1, Pitsenbarger Hall, Randolph AFB. On the following page click on the day you would like to schedule your appointment. Another page will come up where you should click on your choice of the appointment times available. This will take you to a final page where you will type in all required information (last name, 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.”

**Useful Phone Numbers
(Furnished by Austin RAO, But Helpful To Everyone)**

<u>Tricare</u>	1-800-444-5445	<u>San Antonio Mil Med Ctr</u>		<u>Lodging</u>	
Dental Insurance	1-888-838-8737		1-800-443-2262	AF Lodging	1-888-235-6343
Express Scripts	1-866-363-8779	Appointments	210-916-9900	Army lodging	1-800-462-7691
Tricare For Life (TFL)	1-866-773-0404	Pharmacy	210-916-1536	Navy lodging	1-800-628-9466
	1-866-363-5433(Spanish)	Refills	1-800-771-3455	Armed Forces Vacation Club	
<u>Medicare</u>	1-800-633-4227	<u>Fort Sam Houston</u>	210-221-1211		1-800-724-9988
<u>Social Security</u>	1-800-772-1213	Commissary	210-221-4678	<u>Fort Hood</u>	254-287-1110
<u>DoD</u>		Legal	210-221-2353	Casualty Assistance	254-287-7200
DEERS Update	1-800-538-9552	Main Exch.	210-225-5566	Commissary Clear Creek	254-287-5943
DFAS Retired & Annuity Pay		<u>Kelly/Lackland</u>	210-925-1110	Warrior Way	254-287-8025
Contact Center	1-800-321-1080	Passenger Terminal Flight		Exchange info	254-532-6537
Coast Guard - Retiree & Annuitant		Recording (Space A)	210-925-8715	Main Exchange	254-532-7200
	1-800-772-8724	<u>Lackland AFB</u>	210-671-1110	New PX Facility	254-532-8100
<u>Veterans Affairs (VA)</u>		Commissary	210-671-2837	ID Cards	254-287-2518
Austin Clinic	512-389-1010	Legal	201-671-3361	Legal	254-287-7901
Cedar Park Clinic	512-260-1368	Main Exchange	210-674-6465	Retirement Services	254-287-5210
Benefit Counselor	1-800-827-1000	<u>Wilford Hall</u>	210-292-7100		1-800-403-6640
CHAMPVA	1-800-733-8387	Refill Pharmacy	210-292-7000	Soldier Locator	254-287-1110
Grave Information	1-800-827-1000		1-800-469-7170	<u>Darnell Army Community Hospital</u>	
Health Care Program	1-877-222-8387	<u>Randolph AFB</u>	210-652-1110		254-288-8000
Headstone and Marker Status		AF Retiree News	1-800-558-1404	Appointments	254-288-8888
	1-800-697-6947	Commissary	210-652-5102		1-800-305-6421
Life Insurance Info	1-800-669-8477	ID Card	210-652-1845	Health Benefits Advisor	254-288-8155
Retro Program	1-877-327-4457	Legal	210-652-6781	Patient Assistance	254-288-8156
TDD	1-800-829-4833	Main Exchange	210-658-7471	Pharmacy	254-288-8801
<u>Texas Veterans Commission</u>		Pharmacy	210-652-4127	Refill	254-288-8802
Austin	512-389-6543/463-5538	<u>AF Personnel Center (AFPC)</u>			1-800-351-3636
Cedar Park	512-260-1368 X-58022	Casualty Reporting	210-652-2104		
Travis County Veterans Service Off.			1-877-353-6807		
	512-854-9340	Survivor Benefit Plan (SBP)	1-800-531-7502		
			210-652-3633		

Retiree Appreciation Day 2012

Mark your calendars that the Randolph AFB Retiree Appreciation Day (RAD) will be a little earlier this year. Instead of late October the RAD will be 22 September 2012. This date isn't "set in concrete" yet, so check our web site occasionally or give us a call for any changes.

Access to DFAS myPay Account

Getting tired of waiting for those Forms 1099R that you ordered from the Defense Finance Accounting Service? There is an alternative. You can gain access to your pay records via **myPay**. There are two ways to set up a myPay account. (1) You can go to the webpage <https://mypay.dfas.mil/mypay.aspx> and follow the instructions, or (2) you can come to Finance Customer Service in Pitsenbarger Hall (Bldg 399), Room 231, and get a temporary password. Then, you can either set up an account at your home computer or come and see us in Room 104 and we'll help you get started. After that, you can go to your account for pay and tax information whenever you want to, as long as you have access to the Internet.

Texas Veterans Commission

Need some help with veterans issues? The Texas Veterans Commission has experienced people that may be able to help. These issues do not necessarily have to pertain to State of Texas veterans benefits; Texas Veterans is knowledgeable in Veterans Affairs benefits too. Contact them at 210-699-5076.

Space-A Travel

Believe it or not, even with budgets cutbacks, space-available travel still exists! However, you have to be persistent in your efforts. The **Randolph Passenger Terminal** is located in Base Operations (Bldg 8) and the phone number for flight information is 210-652-1854. Be advised that all flights from Randolph are limited to the "lower 48"—no overseas destinations. The most prevalent flights are to Maxwell AFB and Andrews AFB. For overseas flights try the **Lackland Passenger Terminal** which is located in Bldg 1614 on the old Kelly AFB, now the San Antonio Port Authority. Call 210-925-8715 for directions and flight and passenger information. The most prevalent overseas destinations from Lackland are Hickam AFB and Ramstein AFB. Bon voyage!

Replacement of Lost or Stolen ID Cards

Effective 9 Apr 2012 an individual who has lost his/her ID card must submit a letter or memorandum when applying for a replacement. The letter or memorandum must state that the individual has made every effort to find the lost card, but has not been successful. Additionally, two alternate forms of identification must be presented when obtaining a replacement card. These IDs may be a driver's license, social security card, ID card issued by federal, state, or local government, student ID with picture, voter's registration card, passport, certificates of U.S. citizenship or naturalization, etc. For more information call Customer Service at 210-652-1845.

AUSTIN AREA NEWS

After years of service to Air Force retirees in the Austin area, the **Retiree Activities Office** at Camp Mabry has ceased operations. We thank all the volunteers that kept the RAO going for all those years after Bergstrom AFB closed.

The information below was provided by the Austin RAO last fall and should still be current. If anyone in the Austin area finds errors, please contact the Randolph RAO and we will make corrections.

Tricare Service Center: Humana Military Healthcare Services, 9101 Burnet Rd, Suite 104, Austin, TX 78758. Phone: 1-800-444-5445.

Camp Mabry PX: Phone 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.

ID Cards can be obtained in Building 34. Phone is 512-782-6841. Hours are 0800-1800, Mon thru Fri. Will issue Army base decals; call before coming. The **Naval Reserve Center** 4601 Fairview Dr in Austin also issues ID cards. Phone is 512-458-4154. Hours are 0900-1100, Tue and Thu.

HOUSTON AREA NEWS

PROVIDED BY MSGT (RET) TOMMY GREEN

ID Cards and DEERs Enrollment in the Houston Area

Most of the calls we have received have been about getting ID cards renewed or issued. There have been many changes lately to that process. In the past, we relied on some outlets near the Veterans Hospital but that has all changed now.

As of April 2011, the DEERS/ID Card office at Ellington Field is the main provider of this service. They have opened a new Welcome Center. The center is the first building on the right as you enter the base and before going through the traffic circle. The new number is **832-380-7239** and the hours are 0800 to 1200, Tuesday through Friday, closed on weekends.

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.

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 information, you may contact MSgt (ret) Tommy Green at 281-772-1827, or email to needtawrite@gmail.com .



RAO

902 MSG/CVR
550 D Street East Rm. 104
Randolph AFB TX 78150-4431

Phone: 210-652-6880/5778
E-mail: rao.randolph@us.af.mil

“STILL SERVING”
