



JOINT BASE SAN ANTONIO—RANDOLPH



RETIREE NEWSLETTER

VOLUME 3, ISSUE 1 WINTER 2013

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Appointments for 902 FSS Military Personnel Section Customer Support

There continues to be a problem with retirees showing up unannounced at the 902 FSS Military Personnel Section Customer Support in Pitsenbarger Hall (Bldg 399) and expecting to be served. So far, Customer Support has been able to accommodate these people, however, the time may come when they can't, and a long drive to Randolph may be wasted.

Please use the appointment system to get ID cards or make changes in Defense Enrollment Eligibility Reporting System (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.

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 (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."

Change of Mailing Address

We continue to receive calls from retirees, especially after we mail out our newsletters, that they want us to change their mailing addresses. **The Randolph RAO has no control over official mailing addresses and cannot change them.** We get the addresses for our newsletters from DEERS, so you can change your address by going to an official DEERS office (such as the Randolph office mentioned above), through the milConnect website (<https://www.dmdc.osd.mil/milconnect/>), or by calling DEERS toll-free at 1-800-538-9552.

Change to Application Procedure for 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. **Effective immediately, you no longer have to fill out an enrollment application in person prior to attending class!** Just call 210-652-6880/5778 and everything can be done over the phone. There is a \$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 are 24 Jan 2013 and 21 Mar 2013.

JBSA-Randolph Clinic (Provided by 359th Medical Group)

First of all, thank you all for your service!!! Here at the Randolph Clinic we serve AD, Dependents and Retirees. We are currently at max capacity, but if you are already enrolled with our clinic we have some information to pass on.

Randolph Clinic Hours. Open Monday-Friday 0730-1630 and closed 1200-1630 on the 4th Wednesday of every month for training. (Training days may be adjusted to accommodate federal holidays-December it will be the third Wednesday 18th). For the most up-to-date information, including closures, please visit our Facebook site (search for "Randolph Clinic") or our website <http://www.whasc.af.mil/randolph>. Additional questions can be addressed to our information line at 652-6403 or TRICARE Operations at 652-6075.

To Book an Appointment. Please call 210-916-9900. You may use the appointment line to book, cancel, or change appointments. It is very important that you call to cancel any appointments you cannot make as we can offer that appointment to another patient.

For Emergency Care Dial 911. There is no emergency room on Randolph. The closest military emergency room is located at the San Antonio Military Medical Center (formerly Brooke Army Medical Center) and can be reached at (210) 916-4979.

Pharmacy. Prescription services have been enhanced! Randolph pharmacies are now able to accept prescription transfers from all outside pharmacies. Drop by the pharmacy to complete a transfer request. In addition, The Base Exchange pharmacy is now open Monday through Friday from 0730-1700. The Randolph formulary currently contains over 500 items and continues to grow! An up-to-date formulary can be found on the Joint Base San Antonio website www.jbsa.af.mil.

Additionally, the Base Exchange pharmacy is now able to dispense refills for all drugs stocked by the Joint Base San Antonio Refill Center located at JBSA-Lackland, to include many drugs that are non-formulary at Randolph. 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 pharmacy. The pharmacy staff appreciates your patience as we continue to improve our pharmacy services.

MiCARE. We are now offering an outstanding opportunity for you to have secure email access directly to your provider. This secure online system will allow patients to request an appointment, a referral, a prescription renewal, laboratory or radiology results through a simple email. All you have to do is visit your primary care clinic here at Randolph and the front desk will verify your identification and sign you up. After you receive your email invite you will need to open it, click on the link and set up your password. So easy and convenient you will be praising technology for once!

Another online tool we are offering is the Interactive Customer Evaluation (ICE) web-based system that allows you, the customer, to quickly and easily provide feedback to us. Customers can make submissions anonymously or leave a contact name and phone number for issues to be addressed. To provide us feedback, please go to <http://ICE.dis.mil>. Select Air Force/Joint Base Randolph/Health. Happy Holidays and please let us know how we can better serve you!

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 Legal Office is located on the main floor of the Headquarters Building 100 (Taj Mahal), Room 219. 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, and JBSA-Randolph 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.

One on-going event is Football Frenzy at the Randolph Kendrick Club. Every Sunday and Monday night during the football season, the club offers meal specials, discounted Budweiser products and, of course, nearly a dozen large flat-screen TVs to watch all the NFL games. There are also drawings for door prizes, and a chance to win a trip to the Super Bowl. For more information, patrons can call 652-3056.

Another upcoming annual event is the Chef’s Competition at the Parr Club on Feb. 22. Participants will test their culinary skills against last years winner. They will be given one hour to prepare an appetizer from a box of mystery ingredients and will be judged on originality, taste and presentation and use of the mystery ingredient. Spectators can enjoy the show and try new food for free. Call 652-4864 for

more information and times for this event.

All FSS events and happenings can be found online at www.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!

Income Tax Preparation in 2013

Once again the Randolph RAO will support an income tax preparation service for retirees in 2013. The service will begin in February 2013 and last until April. Just like last year, the preparers will be working at the Randolph Library. Make your appointment by calling us at 652-6880/5778.

Retiree Pay Days for 2013

Similar to last year, the retiree pay days for 2013 will not all be on the first of the month. The 2013 pay days will be:

February 1	May 31	October 1
March 1	July 1	November 1
April 1	August 1	November 29
May 1	August 30	December 31

Mandatory Direct Deposit of Retirement Checks

A Treasury Department mandate will soon require the Defense Finance and Accounting Service (DFAS) to pay military, civilian, and retired customers by electronic funds transfer. Beginning 1 March 2013, most of you who receive paper checks will receive your pay directly to your savings or checking accounts. If you do not have direct deposit you can get ahead of the rush by setting it up now. It's easy, it's safe and it gives you more control with less stress. Use MyPay or call DFAS at 1-800-321-1080.

Who Should Be Notified In the Event of My Death?

The information below 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. The casualty assistance contact for JBSA-Randolph is located at the Airman and Family Readiness Center, Building 693, telephone 210-652-2104. Call for an appointment.

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)

Job Opportunities

Looking for a job? There are several ways to find jobs, both government and otherwise; but, here are three sources for you to consider. The main source for information on available government jobs is the USA Jobs website: www.usajobs.gov. If you're interested in Non-Appropriated Fund jobs, check out www.nafjobs.org. At Randolph the Airman & Family Readiness Center (A&FRC) in Building 693 has the "Eyes On Jobs" service. Job seekers complete Eyes On Jobs registration forms and submit them to the A&FRC. The staff validates the forms and enters information in the Eyes On Jobs group e-mail. As electronic job vacancy announcements are received, they are forwarded to the Eyes On Jobs addressees. Job seekers are asked to inform the staff when they have secured a job as a result of this program and/or when they wish to be removed from the e-mail addressee list. For information call 210-652-5321.

COLA Announced

The 2013 cost of living adjustment (COLA) for military retired pay, Survivor Benefit Plan annuities, Social Security, and Veterans Affairs disability and survivor benefits will be 1.7%, effective 1 December 2012. It will first appear in the January payments, which will be paid 31 December. There are two categories of people who will not receive the full 1.7% COLA. These are some 2012 retirees, who will receive prorated COLAs based upon when they retired, and REDUX retirees who retired on or after 1 August 1986 and who agreed to accept reduced retired pay and COLAs in return for a \$30,000 bonus.

HANDY PHONE NUMBERS

<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>Lackland/Kelly</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		

Transitioning to Medicare and TRICARE for Life

For those retirees who are approaching age 65 with concern about the transition to Medicare and TRICARE for Life (TFL), here is some information that may allay some of those fears.

- TFL enrollment hinges on enrollment in Medicare Part B. You must remain enrolled in Medicare Part B (medical care) in order to maintain TRICARE eligibility. On the first day of your birth month you become Medicare eligible. You do not have to continue to pay TRICARE premiums for yourself. However, if you have family members enrolled in TRICARE Prime, you will still pay the premium for them, and they will remain in TRICARE Prime.
 - Although Medicare provides data to the Defense Enrollment Eligibility Reporting System (DEERS), you must maintain your TRICARE eligibility by keeping DEERS up to date any time there is a life changing events, like becoming eligible for Medicare. Contact DEERS online at www.dmdc.osd.mil/rsl or call toll-free 1-800-538-9952. You will need to visit the Pass and ID section to receive a new ID card which changes your eligibility in DEERS to TRICARE for Life.
 - If you are receiving Social Security benefits, you will transition smoothly to TFL upon your 65th birthday and your Medicare premium will be deducted from your Social Security benefits; if you are not receiving Social Security benefits at the time of your 65th birthday, you will need to visit the nearest Social Security office and enroll in Medicare within 90 days prior to your 65th birthday.
 - You may visit any Medicare provider for care. Simply show your Medicare card and Uniformed Services ID card at your appointment.
 - As a TFL beneficiary, you will not need to submit a paper claim when you have a visit with your Medicare doctor (in most cases). The provider will submit the claim to Medicare. Medicare will then submit the claim to TRICARE once the Medicare portion is paid.
 - For services covered by Medicare and TRICARE, Medicare will pay its portion of the claim and TRICARE will pay the remainder. For services that are covered by Medicare and not by TRICARE (such as chiropractic care) TRICARE will not make a payment and the beneficiary will be responsible.
 - Services covered by TRICARE but not Medicare (such as overseas claims) may be billed directly to Wisconsin Physicians Services (WPS) and TRICARE will pay as primary insurer. You will be responsible for any cost shares. Payments for services that are not covered by either program will be the beneficiary's sole responsibility.
 - TFL beneficiaries who have other health insurance (OHI) need to submit their Medicare Summary Notice with a paper claim and OHI explanation of benefits to Wisconsin Physician Services.
- The TRICARE pharmacy benefit is considered creditable coverage and pays equally to Medicare.
- TFL beneficiaries may continue to use any of the TRICARE pharmacy programs. You may fill prescriptions at any military treatment facility pharmacy, through the TRICARE Mail Order Pharmacy, or through any TRICARE network or non-network pharmacy. TFL beneficiaries may continue to use the military treatment facility's pharmacy, laboratory, and radiology services. A written prescription for medicines, lab work, and radiology services is required.
 - TRICARE support coverage continues for eligible family members after the death of a sponsor. Surviving spouses remain eligible for TRICARE unless they remarry. If they remarry, they lose TRICARE eligibility and cannot regain eligibility later, even in cases of divorce or death of the new spouse.

Unmarried surviving children remain eligible for TRICARE until their 21st birthday (or 23rd birthday if enrolled in college full time and if at the time of the sponsor's death, the sponsor provided more than 50 percent of the child's financial support.)

• For more information on TFL, visit www.tricare4u.com or call Wisconsin Physicians Services toll-free at 1-866-773-0404.

ID Cards and DEERs Enrollment in the Houston Area

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

Correction of Military Records

Did your final DD Form 214 not have all your decorations listed? Did your last unit receive an award after you left or retired, and you served in that unit during the period of the award, but you never received the award? Fear not! There is a way to recover those awards and decorations and amend your DD Form 214 after the fact. It's called Correction of Military Records and the instrument of correction is the DD Form 149. Go on the Internet and download a copy of the form or drop by our office and we will conjure one up for you. Follow the directions that accompany the form, and then mail it to the proper authority listed in the directions. Then, sit back and wait for the bureaucratic wheels to turn. By the way, the DD Form 149 can be used for situations other than awards and decorations. Just about any past oversight can be rectified, provided that you have a credible, persuasive story and sufficient documentation. So, fret no more and get cracking!

Randolph RAO Serves All Services

The Randolph RAO does not discriminate against members of our sister services. Army, Navy, Marine, and Coast Guard retirees are treated just as nicely as Air Force. In fact, we have Navy, Army, and Coast Guard retirees currently volunteering in our office (where are you Marines?). The rumor mill has it that the Randolph RAO provides the best service to retirees in the San Antonio area, but why base this on rumor? Come in and find out for yourself...and tell your friends in the other services about us.



RAO

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“STILL SERVING”

HEADS UP!

Randolph's Retiree Appreciation Day is tentatively scheduled for 21 September 2013 at the Kendrick Club. Expect something different this year! Mark your calendar, but check our website for any changes/updates.