

RETIREMENT SERVICES 2015

FORT LEE RETIREE BULLETIN

FORT LEE, VIRGINIA



WHERE RETIREES COME FIRST

JUNE 2015

Making Sure Our RETIREES are Informed

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RETIREMENT SERVICES OFFICE

Congratulations to all newly retired Soldiers! As of January, 2014, the Fort Lee area of responsibility has added over 1500 retirees. We thank you for the sacrifices you and your family have made during your successful career of service to our country. We look forward to seeing you as you join the military retirement community. On September 26, 2015, the Retirement Services Office, along with the Fort Lee Garrison will host our annual Retiree Appreciation Day (RAD) at the Soldier Support Center, 1401 B Avenue, building 3400. We join together with great enthusiasm in planning this event to show our gratitude for your selfless service to our great country, giving us the freedoms we enjoy every day. We look forward to seeing you soon!

RETIRED AND STILL SERVING

Retiree Council.....

Our retiree council has several openings! The council consists of twenty members to include eight officers, two warrant officers and ten enlisted led by an officer and enlisted as co-chairs. Membership qualifications are: reside in the Fort Lee area, honorable discharge, retired for length of service or disability, retired reserve component and in receipt of retired

RETIREE APPRECIATION DAY

The RAD is a great opportunity for retirees to renew old acquaintances and meet many new members of our retired community. During this time, various activities and presentations are scheduled to provide you with an update of your privileges, benefits and any new programs that affect retirees. New to this year's schedule of events will be a Military Retiree Appreciation Ball starting at 5 p.m. and sponsored by the Fort Lee Retiree Council. See the Retirement Services website for more information and how to register. Please make plans to attend ... this is your day!



pay or the widow of a retired service member. You must not be retired under section 638, Title 10 US Code (selective early retirement). The council normally meets bi-annually. If at any time there is a need for additional meetings the arrangement for the meeting is presented far in advance. Please take into consideration what you have to offer to assist your Fort Lee retiree

Retiree Council, continued

Current Council Members

CW4 Wayne Baugh, USA, RET
 SFC Solomon Blevins, USA, RET
 COL Charles Brown, USA, RET
 1SG Frank Carr, USA, RET
 SFC Lesley Crutchfield, USA
 RET
 SGM Andrea Farmer, USA, RET

 LTC Robert Gray, USA, RET
 SGT Denya Hankerson, USA,
 RET
 COL Gregory Mason, USA, RET,
 Co-Chairperson
 SGM Stewart Tyson, USA, RET
 SFC Ollie Flippen, USA, RET
 SFC Renee Williams, USA, RET
 CSM Don Wells, USA, RET
 SGM Michael Walker, USA,
 RET, Co-Chairperson

We thank SGM Stewart Tyson for his service and leadership over the past 8 years as he continues to serve as an advisor to the council. Under his leadership the council has made great strides staying focused on the mission at hand.

The Fort Lee Retiree Council welcomes new leadership with COL (Ret) Gregory Mason and SGM (Ret) Michael Walker who will co-chair the council for 2015-2016. They will continue the vision to make sure that you are connected to your services and benefits. Keep in mind they, along with current and newly elected members, will need your help in order to steady this ship. We continue to solicit the support of all who can help with the success of the Fort Lee retiree community.



community by contacting the Fort Lee Retirement Services Office at 804-734-6555.

If you are not interested in becoming a council member, there are always opportunities to volunteer for the upcoming Retiree Appreciation Day (RAD). Contact us at usarmy.lee.imcom.mbx.lee-ima-rso@mail.mil or 804-734-6555.



"Serving those who risked their lives for the protection of our freedom and the love of their country."

Petersburg Freedom Support Center

32 W. Washington Street

Petersburg, Virginia 23803

Phone: (804) 451-0205

Fax: (804) 835-9172

Website: freedomsupportcenter.info

Facebook: Petersburg Freedom Support Center

Open Monday-Friday, 8:30am-5:00pm

Our ONESTOP facility offers customized wrap-around services that assist veterans and their family members in the areas of:

Employment, Housing, Education Benefits, Filing Claims and Appeals, Document Retrieval, Disaster Relief, Life Saving Skills Training, VA Healthcare Eligibility Verification & Enrollment, Mental Health Support, Case Management, Transportation, Assistive Devices, Financial Assistance, Job Readiness, Re-Entry Skill Training, Combat Transition Advocacy, Traumatic Brain Injury Support, Health Education, Energy Efficiency Saving Initiative, Primary Medical Care, and much more....

Onsite Providers: *American Red Cross, AMVETS, Association for Wounded Veterans Changing Lifestyles, Inc., Bon Secours Freedom Healthcare Associates, Disabled American Veterans Chapter 47, Hunter Holmes McGuire VA Medical Center, IMAGO Green, John Tyler Community College, Linkitall, LLC., Mark Matthews Chapter of Petersburg 9th & 10th Horse Cavalry Association of Buffalo Soldiers, Pathways to Success, Virginia Wounded Warrior Program, Virginia Employment Commission, Virginia Department of Veteran Services, Virginia Supportive Housing, Wells Fargo, and many more partners....*

Call for an appointment today! Walk-ins always welcome!

Veterans' Corner

Requirement of Standardized Claim, Appeal Forms Simplifies Application Process for Veterans

With the goal of making the application process easier and more efficient for our Veterans, the Department of Veterans Affairs (VA) now requires Veterans seeking disability benefits to use standardized claim and appeal forms.

The easiest and fastest way for a Veteran to submit an application for compensation is online through the eBenefits (www.ebenefits.va.gov) portal. VA encourages Veterans to work with representatives of Veterans Service Organizations (VSO), or state/county representatives, who can assist with filing. Standardized forms are a key component of the VA's transformation, which will help achieve the Department's goal to eliminate the backlog by the end of this year.

There are two claim actions that now require standardized forms:

1. **Veterans' or Survivors' applications for disability compensation or pension** – Specific forms are designed to capture information necessary to identify and support benefit claims.
2. **Notices of Disagreement with any aspect of the VA's decision on a disability claim** – The standardized Notice of Disagreement Form used when a claimant wishes to

initiate an appeal.

The VA recognizes that some Veterans may need additional time to gather all of the information and evidence needed to support their claim and therefore established a new process for those intending to file a claim. Applicants may notify the VA of their intent to file a claim in order to establish the earliest possible effective date for benefits if they are determined eligible.

Veterans may appoint an authorized representative, such as a VSO, who can notify the VA of a claimant's intent to file. The VA will provide an individual up to one year from the date they submit their intent to file a claim to complete the required application form. Veterans may wish to use this one-year period to gather evidence necessary to support the claim so that evidence can be submitted along with the application form.



KENNER ARMY HEALTH CLINIC (KAHC) NEWS

"Your Care. Your Trust. Our Mission."

KAHC Appointing System

Kenner operates a Patient Appointment Line with our own staff who have clear knowledge of provider availability and clinic capability. Please call 1-866-LEE-KAHC (866-533-5242). The Patient Appointment Line is available from 7 a.m. until 5 p.m. Monday through Friday. For after-hours information or to speak to an on-call provider, please contact our front desk at 804-734-9000. If you think you have an emergency, please go directly to your nearest emergency room or dial 911. TRICARE Prime enrollees must obtain PRIOR authorization for Urgent Care. All other beneficiaries (Standard, TIRECARE for Life, and TRICARE Plus) do not require prior authorization for Urgent Care.

Scheduling Appointments

Please call the Patient Appointment Line: 1-866-LEE-KAHC (866-533-5242), option 1.
TRICARE Online: <https://www.tricareonline.com>
Army Medicine Secure Messaging Service (AMSMS): <https://app.relayhealth.com/Security/Login/Default.aspx>

Canceling Appointments

If you need to cancel your appointment for any reason, please call the Patient Appointment Line: 1-866-LEE-KAHC (533-5242) option 2.

In order to be respectful of the medical needs of the Fort Lee community, please be courteous and call the Patient Appointment Line at least two hours prior to your scheduled appointment. This allows the medical staff sufficient time to offer the appointment to someone else.

Patient Centered Medical Home (PCMH)

The Patient Centered Medical Home (PCMH) is a team-based model built around the premise that the best health care begins with a strong primary care foundation, collaboration and agreement between a provider team and the enrolled beneficiary.

PCMH improves the care our patients receive by offering enhanced access to care and increased Primary Care Manager continuity, and by promoting patient and family centered evidence-based health care. ***You are a part of this team!***

Patient Centered Medical Homes allow providers and patients to take a more proactive approach to health care, with a stronger focus on prevention. The medical home can reduce the percentage of specialty referrals and result in a PCMH team providing the needed care in one visit. The Patient Centered Medical Home model allows for better coordination of care and improved communication among team members and beneficiaries while placing emphasis on preventive care and chronic care management, and empowering patients to participate in their care plan.

How Do I Get Care?

There are multiple ways to receive care in the way that works best for you. We have learned from our experience and listening to you, that both face-to-face and non-face-to-face encounters (virtual care) are needed.

Although some medical needs require an appointment, many things can be more conveniently coordinated using technology.

Face to face appointments: You can schedule an appointment for a same day issue or in the future with your PCM. Although we want to maximize your appointments with your PCM, if you need to be seen during a time when your provider isn't available, we'll get you in to see one of the providers on your team.



Pharmacy News

Kenner's Pharmacy is open from 6 a.m. to 6 p.m. Monday through Friday. The last ticket given out for the day is 5:30 p.m.

TRICARE Pharmacy Program: Prescriptions may be filled through an MTF pharmacy, TRICARE pharmacy home delivery, a TRICARE retail network pharmacy, or a non-network pharmacy. Copayments apply except at MTF pharmacies. When not using a MTF pharmacy, home delivery is your least expensive option. You can receive a 90-day supply of most medications by mail for the same or even lower cost as

a 30-day supply at retail network pharmacies. For details and cost information, visit www.tricare.mil/pharmacy.

The refill Pharmacy hours are from 8: 00 a.m. to 4:30 p.m., Monday-Friday.

Kenner's Pharmacy Announces the Arrival of E-Prescriptions.

Instead of bringing in a hand written prescription, your doctor may now send them electronically through a private, secure, and closed network that most outside pharmacies already use. Switching to e-prescriptions will help prevent medication errors, save time and reduce cost. Pharmacists usually receive the electronic order shortly after the patient leaves their doctor's office, but it's best to allow some time to sort through and prepare for filling when they arrive. How does this affect your visit to the pharmacy?

Patients would still need to check in as they normally would but also let the pharmacy receptionist/ technician know that their doctor sent an electronic prescription. The technician then begins filling the order at the window just as they would if the patient brought a hard copy prescription. Below is some general information to assist your doctor in finding Kenner Pharmacy in their system.

DOD Fort Lee e-pharmacy

Department of Defense (DOD) Electronic Prescribing Pharmacy Name

(804) 734-9137

Pharmacy Phone Number

1417361866

Pharmacy NCPDP/NPI Number

Kenner, continued.....

Army Medicine Secure Messaging Service (AMSMS)

The AMSMS allows you to directly contact your team through the web. Through this service, patients can initiate a web visit consultation, receive preventive care reminders, send a note to the provider's office, request test results, and ask for prescription renewals.

Army Medicine Secure Messaging Service (AMSMS), powered by RelayHealth, brings your healthcare team to you, wherever you are, any time of day. It allows you to communicate with your doctor through secure email about non-urgent healthcare matters, so your doctor or another care team member can respond during business hours.

Through AMSMS, you can contact your primary care clinic to:

- ◆ Ask questions and receive advice about non-urgent health concerns at your convenience
- ◆ Request appointments and referrals, even when your doctor's office is closed, so your clinic can respond and/or schedule them during business hours
- ◆ Renew medication prescription easily
- ◆ Request laboratory and other test results, with an explanation from your doctor or other care team member attached, when appropriate
- ◆ Avoid unnecessary office visits and telephone calls
- ◆ Access valuable, medically reviewed health education information about a full range of healthcare topics and access links to doctor-recommended information and sites

Army Medicine Secure Messaging Service is a secure portal that is compliant with the Federal Health Insurance Portability and Accountability Act (HIPAA). Encryption technology and a stringent privacy policy protect patient personal information more securely than either the telephone or regular email. Patient information is only accessible by patients and their healthcare team.

AMSMS was launched to benefit patients through:

- ◆ Increased access to their medical care team
- ◆ Faster, more successful communication
- ◆ Asynchronous communication so provider and patient can communicate on different timelines when convenient
- ◆ Encourage active involvement in own care as a patient safety strategy by providing educational materials about topics important to their overall health and care, and giving patients the ability to access and add to their personal health record.

AMSMS is easy to get started and there is no cost to the patient. The benefits include no more waiting on hold to talk to a healthcare professional and no more phone tag when trying to schedule an appointment or ask a question. To learn more, talk to your primary care clinic about getting connected to Army Medicine Secure Messaging Service.

If you are interested in joining Kenner Army Health Clinic's secure messaging system service, you will need to complete a registration form in the clinic on your next visit.

*The greatest mistake
in the treatment of
diseases is that there
are physicians for the
body and physicians
for the soul, although
the two cannot be
separated.*

Plato



CASUALTY CORNER



The single most important factor in healing from a loss of a loved one, is to have the support of other people. Although you may not feel comfortable talking about your feelings under normal circumstances, it is important to know that the Army Family Covenant is here to support you through this overwhelming time. The Fort Lee Casualty Assistance Center are strong believers in the commitment to our survivors and it is our promise to our fellow commands to support, honor and respect the Army's extended families.

Retirees can ensure that their records are accurate and updated by contacting your local Retirement Services Office (804) 734-6555 or ID Card Section (804) 734-7394.

Let me explain how our office can assist you. We can provide information regarding military benefits and assist you in requesting honors on behalf of your deceased loved one. We will research all available benefits for your particular case, pre-populate information on benefit request forms, and you will receive the benefits packet in the mail from our office. Once you receive the forms, please review the forms for accuracy prior to returning the forms to our office. Some areas may be highlighted, requiring additional information on your behalf.

When returning the packet, please provide a copy of the retiree's death certificate, your marriage certificate and a voided check (if this applies) with a copy of the retiree's DD Form 214. This will ensure that your packet is processed in a timely manner.

Should you require personal assistance, you can contact our office for an appointment. Please keep in mind a Casualty Assistance Officer (CAO) is not automatically sent to your home. Depending on your situation or physical limitations, we may be able to send a CAO to help you through this process.

We are committed to our Fallen Heroes and their Families. Please keep in mind we are just a phone call away.

Fort Lee Casualty Assistance Center
1401 B Ave. BLDG 3400, RM 202
(804) 734-6606
Email: usarmy.lee.imcom.mbx.lee-ima-cas@mail.mil

Satisfaction Survey-ICE-http://ice.disa.mil/index.cfm?fa=card&sp=116181&s=446&dep=*DoD&sc=33

Army Casualty Assistance Center Locator:
<https://www.hrc.army.mil/TAGD/Casualty%20Assistance%20Centers%20Locator>

Reporting the death of a Retiree to other services:

U.S. Navy: (866) 827-5672
U.S. Marine Corps: (800) 847-1597
U.S. Air Force: (877) 353-6807



TRICARE NEWS

TRICARE NEWS

TRICARE Service Center walk-In service no longer provided as of April 1st.

As of April 1, 2015, you will need to use TRICARE's convenient self-service options. The "I want to..." section at www.tricare.mil is your gateway to: enroll in or purchase a plan, file or check a claim, view

referrals and prior authorizations, find a provider, change your primary care provider, see what's covered, compare plans, manage prescriptions and much more. You may also get assistance and answers to questions, by calling 1-877-TRICARE (1-877-874-2273).

Eagle Eye Clinic

Eagle Vision Clinic is honored to serve our dedicated retirees with world class comprehensive vision care. The Optometrists at Eagle Vision Clinic have a combined over 65 years of clinical experience in the treatment and management of ocular diseases and routine eye exams to include: glaucoma, hypertensive, and diabetic exams. There are available appointments for family members and retirees. Eagle Vision wants to be your number one choice for EYE CARE. Please call 1-866-LEE-KAHC (1-866-533-5242) today to make your appointment.

Phone (804) 734-9253
Hours: Monday - Friday 0700-1600



TRICARE for Life Pharmacy Pilot

TRICARE for Life (TFL) beneficiaries received letters guiding them to TRICARE Pharmacy Home Delivery or a military pharmacy for some prescriptions.

TRICARE sent letters to affected TFL beneficiaries (TFL beneficiaries are those using Medicare) notifying them of the pilot program. Home

delivery and military pharmacies are the two most cost-effective choices for both beneficiaries and the Department of Defense.

The TFL Pharmacy Pilot started March 15, 2014 and requires TRICARE beneficiaries who use TFL to get certain medications through Home Delivery or at a military pharmacy. The pilot program ap-

plies to refills of maintenance medications taken regularly for chronic conditions. As part of the pilot, TRICARE will stop paying for these medications from a retail pharmacy. The pilot does not apply to medications for acute conditions taken for a limited time, such as antibiotics or pain medications, and at this time does not apply to generic drugs.



TRICARE for Life Pharmacy Pilot CONTINUED...

Congress mandated the pilot in the 2013 National Defense Authorization Act. The pilot lasts for five years, although beneficiaries may choose to opt out after filling an affected prescription under the program through home delivery for one year.

Beneficiaries will be notified if they are taking a medication covered under the pilot. They will have two “courtesy fills” available through a retail pharmacy before they are responsible for the entire cost of their medication.

Beneficiaries may call the TRICARE pharmacy contractor, Express Scripts, at 1-877-882-3335 or visit www.express-scripts.com/tricare to switch to home delivery or ask questions about their medications. To switch a prescription to a military pharmacy, beneficiaries may need to get a new prescription from their doctor.

Some individuals are exempt, including people with another prescription drug plan, or people living overseas. People living in a nursing home may contact Express Scripts to request a waiver from the pilot.

TRICARE Pharmacy Home Delivery is safe, convenient and easy to use. Home delivery offers beneficiaries a 90-day supply of their medication with \$0 co-pay for generic drugs and \$13 for brand name drugs. Switching from a retail pharmacy to home delivery can save TRICARE beneficiaries up to \$152 every year for each prescription. Beneficiaries can also save by asking their doctor to write them a prescription for a generic version of their medication, if available.

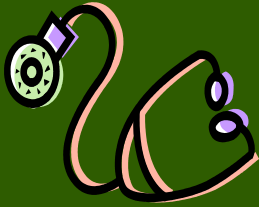
For the latest information on the TFL Pharmacy Pilot Program, visit www.tricare.mil/tflpilot.

TRICARE Enrollment

TRICARE enrollment at Kenner is currently open to retirees under age 65. Our providers are eager to serve you and you’ll find that we offer many services on site. Our TRICARE specialty network is strong and, as a Kenner enrollee, you’ll have access to world class specialty care within minutes of Fort Lee or where you live.

*If I’d known I was
going to live this long,
I would’ve taken
better care of myself.
Leon Eldred*

**“Your Care.
Your Trust.
Our
Mission.”**



Fort Lee Army Wellness Center Open to Retirees

The Army Wellness Center at Fort Lee is focused on working with clients to change lifestyle behaviors in an effort to help achieve their goals and avoid future risk for disease development. Once you schedule an appointment and arrive at the center you will be taken through standardized assessments by one of the certified Army Wellness Center staff. The Army Wellness Center offers the following assessments:

- ⇒ Body Composition – used as an indicator of risk and a gauge of success
- ⇒ Resting Metabolic Rate – caloric recommendation for weight management
- ⇒ Fitness Testing – gives benchmarks and can provide heart rate training zones
- ⇒ Lung Age Testing – useful tool for those interesting in tobacco cessation
- ⇒ Biofeedback – learn about physiologic effects of stress and coping techniques
- ⇒ Health Coaching – assistance creating a realistic plan to achieve your goals
- ⇒ Educational Classes – classes discussing topics like healthy sleep and stress

Once you have completed the assessments our American College of Sports Medicine certified Health Educators will provide you with individualized coaching based on your results and your goals. On-going coaching will be encouraged in an effort to answer any questions, keep goals and recommendations current, and track progress. Services are available for Military Retirees and their spouses. If you are interested in scheduling an appointment at the Army Wellness Center, or you have additional questions, please call 804-734-9925 or stop by in person at Building 9205 on Mahone Avenue on Fort Lee.

ID CARDS / DEERS



ID Cards/DEERS Office
 APPOINTMENTS:
 MONDAY -0800-1600
 TUESDAY-0820-1240
 WEDNESDAY-0820-1600
 THURSDAY-0800-1240
 FRIDAY- 0800-1600

Walk in hours:
 Tues & Thurs 1300 –1500

To schedule an appointment call: (804)734-7394/
 6179/7348/7349/7347.

REQUIREMENTS FOR ID:

Two valid forms of ID must be shown by anyone age 21 and older; one identification must be a non expired photo ID (drivers license, State/Government issued photo ID, or US Passport). Also required is a secondary identification (birth certificate, social security card, voter registration card, or any secondary ID listed on the I-9 form).

If sponsor is not present, family members must have a verified DD Form 1172-2 or a valid Power Of Attorney.

Toll-free: 1-800-538-9552
 TTY/TTD: 1-866-363-2883
 Fax: 1-831-655-8317

Referral Process for Retirees Enrolled in TRICARE Prime

If your Primary Care Manager (PCM) determines that you need to see a specialist, a referral will be entered in to the system. Referrals are forwarded electronically to Health Net Federal Services. You will receive an authorization letter in the mail within 7-10 business days from the date your PCM enters your referral. Your authorization letter will have the name and location of the specialist, as well as a contact number you

can call to schedule an appointment. If you do not receive this letter for some reason, you should contact Health Net at 1-877-874-2273 to check on the status of your authorization. It is highly recommended that patients take a copy of their authorization letter to their specialty appointment to prevent a possible appointment cancellation or point of service (POS) penalty. For more information on the point of service option, please refer to Health Net's website at www.hnfs.com. Most authorizations for specialty care

are good for 6 visits and expire at the end of 6 months. You can speak with your PCM about requesting a referral that would be good for one year if medically necessary. Please note it is your responsibility to track the begin and end date of your referrals, and the number of visits authorized. If you receive services after the end date of the referral or exceed the number of allowed visits you will incur point-of-service (POS) charges.

Urgent Care for TRICARE Prime Retirees

You must obtain a referral prior to receiving urgent care services (i.e., Patient First) or you will incur point-of-service (POS) charges. During regular business hours of operation, you should first contact your PCM to see if an appointment is available by calling 1-866-LEE-KAHC (866-533-5242). If it is after hours, such as evenings, weekends, and federal holidays, you must call the after-hours provider line at (804)734-9000 to

obtain prior authorization. If you are travelling outside the area/out of the state, you should contact Health Net Federal Services at 1-877-874-2273 and they will assist you in locating a network urgent care center, as well as obtaining needed authorizations.

FOR MORE INFORMATION, VISIT KENNER'S WEBSITE AT

<http://kenner.narmc.amedd.army.mil/default.aspx>

TRICARE Retiree Dental Program

The TRICARE Retiree Dental Program (TRDP) offers comprehensive, cost-effective dental coverage to you and your family. Enrollment is voluntary and premiums are required. For details, visit www.trdp.org.

Delta Dental will serve as administrator of the new five-year TRDP contract, which began January 1, 2014.

The TRDP, authorized by Congress as part of the National Defense Authorization Act for fiscal year 1997, offers affordable dental benefits as a voluntary option to the nation's 5 million-plus Uniformed Services retirees and their family members. With current enrollment of more than 1.3 million, the TRDP is the nation's largest voluntary, all-enrollee-paid dental program. The TRDP will continue as a worldwide, combined fee-for-service/preferred provider program that offers enrollees access to any licensed dentist in all 50 states, plus the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, the Commonwealth of the Northern Mariana Islands, Canada, and overseas.

Contract Extension FAQs for enrollees can be found at <http://www.trdp.org/enr/faq-contract-extension.html>.

For additional information, please contact Michelle Banks-Gainer, Marketing Representative for Southeast Region at mbanks-gainer@delta.org or by phone at (757) 368-2217.

Family Medicine Clinic News

The Family Medicine Clinic is now in its new renovated location within Kenner Army Health Clinic. We are proud to serve the Military and its Veterans. We will be adding a dermatology physician assistant and imbedded behavioral health provider within the Family Medicine Clinic to provide our population further benefits. We currently offer Relay Health which gives you online access to your Patient Centered Medical Home via secured e-mail that allows you

to ask your provider questions, refill medications, receive lab results and request appointments. Ask our front desk about this free service we provide. As always, we have an on-call provider to assist you with after hour medical needs. Just call 734-9000. The Family Medicine Clinic is here to ensure you get the best health care possible. Please call 1-866-533-5242 if you are unable to make your appointment; this helps us provide access to our beneficiaries. Thank you and we look forward to seeing you.

ID CARDS DEERS CONTINUED

Retiree ID cards are indefinite on the front and back once it is updated at age 65 for Medicare to show Tricare for Life. In order to remain Tricare eligible you must take part B of Medicare. If you opt out of part B due to employee covered health care you will show ineligible for Tricare benefits until part B is taken. If a

retiree holds an ID card that still displays their social security number they can make an appointment or make use of our walk-in days and times to come into the DEERS / ID office to update that ID and have the social removed. Please keep in mind if you haven't reached age 65 you will still have to come into DEERS at that default age to update for Medicare. Family

members' ID cards will not display social security numbers once they are updated for expiration. A spouse can receive an indefinite ID card at the age of 75. It is the sponsor's responsibility to keep their DEERS records updated, whether it is an address update, phone number change, DEERS enrollment or disenrollment.

Kenner Operating Hours....

The operating hours for several clinics have changed

As Kenner Army Health Clinic continues to transform into an advanced Patient Centered Medical Home (PCMH) for primary care, the Family Medicine and Wilkerson Pediatrics clinics will open from 7 a.m. – 4 p.m. each weekday. Radiology and

Laboratory hours are set for 6 a.m. to 4 p.m. each weekday. Advanced PCMH emphasizes care coordination and communication to transform primary care into “what patients want it to be” – healthcare centered around you, the patient. KAHC is becoming a “System for Health” instead

of a Healthcare System, focusing on both wellness and prevention, and being proactive and patient-centered in all aspects of care. We are fully committed to providing world class care for each of our eligible beneficiaries. For any questions or concerns, contact the Kenner Public Affairs Office at (804) 734-9086 or (804) 734-9186.

Nurse Advice Line

The TRICARE Nurse Advice Line gives you around-the-clock access to medical information and advice. Now, you can dial a single number from most countries in Western Europe. The Nurse Advice Line provides:

- ◆ Registered nurses who can answer questions, provide self-care advice and help you decide if you need to seek immediate care.
- ◆ An audio health library with easy-to-understand information on hundreds of topics.
- ◆ Help with managing chronic conditions, such as diabetes or asthma.
- ◆ Schedule next-day appointments at military hospitals and clinics.
- ◆ Registered nurses answer urgent care questions, give health care advice, help you find a doctor , and schedule next-day appointments at military hospitals and clinics.

The Nurse Advice Line is available at no cost to beneficiaries and helps callers make information decisions about self-care at home owe hen to see a health care provider. The Nurse Advice Line is available 24 hours a day, 7 days a week. Nurse Advice Line nurses ask a series of questions about a caller's specific concerns to advise when and how to seek care for an urgent problem or give instruction on self-care at home.

Toll-free phone number: 1-800-TRICRE (1-800-874-2273), Option 1

Other Health Insurance (OHI)/ Compliance Cards

Would you like to see more health care providers and services offered at Kenner?

You can help make this a reality by completing a DD Form 2569 yearly. Our clinic receives 100% of the funds reimbursed by other health insurance companies to fund additional services, upgrades to the clinic and equipment, and hiring staff. Kenner will not charge you for co-pays, co-insurance, deductibles or any other amounts not paid by your insurance. Kenner is required to bill companies such as Anthem, Cigna, Mailhandlers and United Health Care by federal law. (Title 10, United States Code, Section 1095).

Everyone benefits from completing the DD Form 2569. This is required yearly per DoD Instruction 6010.15m for ALL non-active duty beneficiaries, even if you only have Tricare or Medicare. Patients who have off-post providers, or only use the Kenner pharmacy, lab or radiology services must also have a current DD form 2569 on file.

Forms can be picked up and dropped off at the Other Health Insurance (OHI) Representative desk in the Pharmacy waiting area or be downloaded at:

www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2569.pdf

Completed forms can be mailed to the following address:

DEPARTMENT OF THE ARMY
CDR USAMEDDAC
ATTN MCXO PAD/OHI REP
700 24th STREET
FORT LEE VA 23801-1716

Kenner uses Compliance Cards to keep track of which patients need to be updated. They are issued once the form is received. This ensures your DD Form 2569 is on file and current, without wasting time and completing unnecessary paperwork. Compliance cards should be presented with military ID's at each visit. If you mail a completed form to the clinic, stop by the OHI desk during your next visit to receive your Compliance Card.

More questions? You can reach the OHI Representative at (804) 734-9937.

TRICARE's Covered Services

TRICARE Standard and TRICARE Extra cover most care that is medically necessary and considered proven. This means that the treatment is appropriate and necessary for your illness or injury based on accepted standards of medical practice and TRICARE policy. There are special rules and limitations for certain types of care and some types of care are not covered at all. It is in your best interest to take an active role in verifying coverage before you seek care. Visit www.tricare.mil/coveredservices for information about covered services and benefits. You can browse benefit information by topic in the A to Z list and you can find links to related topics and websites. You can also learn more about health care services, costs, provider types and other information that will help you understand your benefits and access the care you need.

KENNER ARMY HEALTH CLINIC Continued....

These pages serve as a guide to your TRICARE coverage, but they are not all-inclusive. For TRICARE publications, visit www.tma.mil/publications.aspx.

TRICARE Coverage for Young Adults – Under the TRICARE young Adult (TYA) program, qualified dependents up to age 26 will be able to purchase TRICARE coverage on a month-to-month basis as long as they are not married or eligible for their own employer sponsored health coverage. TYA now offers both TRICARE PRIME and TRICARE STANDARD coverage. TRICARE Standard care is currently only available in the civilian community, since Kenner does not have Space Available appointments. TYA Prime enrollment rate is \$208/month and TYA Standard enrollment rate is \$181/month. Rates are adjusted annually and are effective as of January 1, 2014. Please visit www.tricare.mil/TYA for more information about the program and sign up for news and benefit e-alerts at www.tricare.mil/subscriptions.

Veterinary Services at Fort Lee

The Fort Lee Veterinary Treatment Facility is open Monday to Friday 8 a.m. to 4 p.m., in Building 11025 on 38th Street (across from DECA Headquarters). Services include comprehensive wellness exams, sick-call, vaccinations, screening for intestinal parasites and heartworm disease, as well as surgical and dental care for your pet. This is not an emergency clinic.

For more information or to schedule an appointment for your pet, call: (804) 734-2446 or 734-9555

Limited Clinical Services and Appointment Line Availability, 3rd Thursday Afternoons

Kenner Army Health Clinic clinical services and appointment line availability will be limited on the 3rd Thursday afternoon, 1 to 4 p.m., of each month. This does not include ancillary services such as pharmacy, laboratory, or radiology.

Our clinical staff, to include providers and nurses, will be participating in training and developmental requirements during this time.

We will resume normal operations the following Friday Morning.

How are we doing?

There are 3 main ways to provide Kenner with feedback:

1. Army Provider-Level Satisfaction Survey (APLSS). “Kenner Army Health Clinic is committed to the Core! Send your APLSS survey back to keep Kenner on track!” After your appointment at Kenner, you may receive a survey form from the Army Surgeon General. Please complete it as soon as possible. Options to complete the survey are by phone, mail or complete the survey on-line. If we receive enough of the high satisfaction scores to reach 95% the facility earns resources to improve the facility, add additional staff and services for your consumption.
2. Interactive Customer Evaluation (ICE). Fill out the form on-line immediately after your experience at Kenner. Click on the ICE logo on the Kenner website: <http://kenner.narmc.amedd.army.mil/default.aspx>
3. Talk to a Patient Advocate by calling (804) 734-9512 or (804) 267-0338 or you can text a Patient Advocate at (804) 267-0338.

FMWR Your Retired Life At Lee!

Introduction of Bill Butcher, Family and MWR Director

In December of 2014, Family and MWR welcomed a new Director, Mr. Bill Butcher. He is very excited to begin this new phase of his career after 34 years in the Army. His Army career included a tour as the Baden-Wuerttemberg garrison commander in Heidelberg, Germany. Providing community support was the thing that made him happy and ultimately led him to working for Family and MWR. Bill is extremely passionate about providing the best in customer service! Being a retiree himself, he wants to especially make sure that the retiree population around Fort Lee stays connected with their Family and MWR programs. He invites you to visit leemwr.com to stay up-to-date on activities and programs!

PLAY

The Cardinal Golf Club

A great golfing experience with a 27-hole championship course, a full practice range, 2 large putting/chipping areas, practice bunker and a fully stocked pro shop. Lessons are available for any skill level! 804-734-2899

Leisure Travel Services

Plan all of your fun events here! You can save money on amusement park admission and movie tickets. The Leisure Travel office also can help you plan your next vacation or cruise. 804-65-3789

FUN

The Lee Playhouse

This critically acclaimed venue houses theater productions throughout the year including their own KidKaper Productions. Discounted season passes are available. 804-734-6629.

Bowling Center



24-lanes of fun await your bowling shoes. Join a league or reserve your party here. Leagues form in August. 804-734-6860

FITNESS

MacLaughlin Fitness Center

Fort Lee's largest fully equipped fitness center has a basketball court, racquetball courts, free weight room, cardio machines and various fitness classes available. 804-765-3070

The Lee Club

The Lee Club is a historic banquet and catering facility. Cater a party or have your receptions here! Look out for special dinner buffets offered throughout the year. The Lee Club also hosts Thanksgiving Dinner, Easter Brunch and Mother's Day Brunch. 804-734-7541

Outdoor Adventure Park

Outdoor fun is in the heart of Fort Lee. A fully equipped skate park, disc golf, batting cages and a rock wall. 804-765-2212

Clark Fitness Center

Clark Fitness Center is a fully equipped fitness center that offers a basketball court, racquetball courts, free weight room, cardio machine rooms and saunas. 804-734-3636

The HideAway

A rustic bar with a modern twist which includes a large front porch and a 800 square foot outdoor deck. It is available for private parties year round. Karaoke, open mic nights and concerts are scheduled throughout the year. 804-765-1539

EAT

The Hot Rod Café

The Hot Rod Café, located in the Regimental Club, offers a daily lunch buffet and excellent catering options for your special event. Decorated with a classic theme, the décor and food will make it one of your favorites!
804-765-1539

Bird's Nest Snack Shack

The Cardinal Golf Club is open daily with a wide selection of hot and cold sandwiches, salads and more! Enjoy your meal looking over the golf course!
804-734-2892

Action City Grill

The Action City Grill, located inside the Bowling Center features a wide variety of food choices and an assortment of beer and wine coolers. There is sure to be your next favorite on this menu! 804-734-6860

RECREATION

Community Library

A community library is located in Army Logistics University on the 2nd floor. Find periodicals, books, audio books, DVD and computers. Special events to include guest authors offered throughout the year.
804-765-8095

Picture Perfect Frame Shop

An in-house custom framing and arts and crafts studio where you can mat prints, needlepoint pieces, puzzles and certificates. Or let them do the work for you and beautifully frame your pieces.
804-734-6137

Auto Crafts

This self help auto repair facility provides bay space, vehicle lifts, tools and a trained instructor on hand to provide assistance.
804-734-6859

For a complete list of events and programs, visit www.leemwr.com.



Army Community Service

MAIN FACILITY

Bldg. 9023
1231 Mahone Ave.
Fort Lee, Va. 23801
Phone: 804-734-6388
1-866-507-7464

SATELLITE OFFICE

Bldg. 3400 Rm 102
1401 B Ave.
Fort Lee, Va. 23801
Phone: 804-765-7636
Fax: 804-765-7622

Fax: 804-734-6383

ARMY EMERGENCY RELIEF (AER)

AER offers emergency financial assistance to all Army personnel, active or retired, and their family members.
804-734-6388

Army Community Service (ACS) Fort Lee assists commanders in maintaining readiness of individuals, Families and communities within America's Army by developing, coordinating and delivering services which promote self-reliance, resiliency and stability during war and peace. ACS has innovative programming, strong community partnerships and is fully accredited. We promote and foster: Army Community Service – "Putting Soldiers and Families First!"

Survivor Outreach Services



Christine Murphy

Financial Counselor
Office: (804) 734-6446

Angela Bellamy

Outreach Coordinator
Office: (804) 765-7636

WHERE RETIREES COME FIRST

DFAS....general contact number 1-800-321-1080

How to create a new myPay Account:

Go to myPay home page at <https://mypay.dfas.mil>

Click **forget or need a password**; Enter your **ID or Social security number**

Click **yes**, choose **mail to my address of record with military retired**.

Click **send me a password**. Once receiving a temporary password, return to myPay homepage and click **create an account**. Create your account by entering your **Social Security Number** and your **temporary password** and click the **Accept/Submit** button. You will then be prompted to create a Login ID and permanent password.

REMEMBER: Your Login and password are the keys to keeping your retired pay account current so be sure to remember them! This will allow you to print your 1099s, Retiree Account Statements and update your address if relocating.

Pay Issues
[https://
mypay.dfas.mil](https://mypay.dfas.mil)

Staying connected
[http://
www.soldierforlife.
army.mil/](http://www.soldierforlife.army.mil/)

FYI

The Army gives you access to a website created to assist Retirees with staying up to date on all of the benefits that you are entitled to. The site will assist with current events and benefit updates. We encourage you to stay plugged in at your leisure.

<http://www.soldierforlife.army.mil/>

We are constantly trying to improve the Retirement Services customer service that is rendered to you. We ask that you let us know how we're doing. The link below will take you to an Interactive Customer Evaluation (ICE) which allows us to better service you and the needs that are important to you. Please tell us how well your Retirement Services Office is supporting you at: https://ice.disa.mil/index.cfm?fa=card&s=446&sp=102926&dep=*DoD

HELPFUL RESOURCES

MyArmyBenefits

MyArmyBenefits is your resource for benefits information. The site lists information on over 150 separate fact sheets sorted by category. If you still can't find the information you are looking for, try clicking on the hotlinks at the bottom of each fact sheet to gain access to numerous Federal and State proponents to that benefit.
<http://myarmybenefits.us.army.mil/>

THE AMERICAN LEGION

www.legion.org

Follow The American Legion at
www.legion.org/facebook
[Twitter.com/americanlegion](https://twitter.com/americanlegion)

Local Representative
 Dr. Frank Carr
 741 North Main Street
 Halifax Virginia 24558
 434-476-6554

VETERANS HELPING VETERANS,
 FAMILIES, AND COMMUNITIES
 1-800-433-3318

COMMUNITY RESOURCE GUIDE

Visit the community resource guide for more information pertaining to programs or services listed in a specific area.

[www.lee.army.mil/crg/
 community.resource.guide.aspx](http://www.lee.army.mil/crg/community.resource.guide.aspx)

AMERICAN RED CROSS

www.redcross.org
 804-734-6371

ARMY AIRFORCE EXCHANGE

www.shopmyexchange.com
 804-861-5970/5971

FORT LEE COMMISSARY

www.commissaries.com
 804-765-2254

FORT LEE LODGING

www.leemwr.com
 1-800-403-8533
 804-733-4100

FORT LEE THRIFT SHOP

www.facebook.com/fortleeareaspouseclub
 804-765-3312

FORT LEE USO

www.usohrcv.com
www.facebook.com/USORCV
 804-765-3045

OFFICE OF THE STAFF JUDGE ADVOCATE

804-765-1514

SOLDIER FOR LIFE-TRANSITION ASSISTANCE PROGRAM

804-734-6612

TAX ASSISTANCE CENTER

804-734-5732

VIRGINIA DMV

804-861-3960



FORT LEE RSO

Office Hours/ Location

Monday – Friday 0730 – 1630
CLOSED 1200-1300

1401 B Avenue, BLDG 3400, RM 107

Phone Numbers

(804) 734-6973/7345/6555

VETERANS CLAIM AGENT

Mr. Gordon Adkins

Telephone: (804) 675-6546

Fax: (804) 675-6563

Fort Lee Wednesdays Only 8:30 a.m.—3:00 p.m.



American Veterans – AMVETS

Arthur L. Bell

National Service Officer

Bldg 3400/Room 120F

Fort Lee VA 23801

Email: Arthur.bell.jr@gmail.com

Office Hours:

Monday-Tuesday	Fort Lee	0830-1630
1st / 2nd Wed	Fort Lee	0830-1130
1st / 2nd Wed	McGuire	1300-1600
3rd / 4th Wed	Fort Lee	0830-1630
Thursday	Fort Lee	0830-1630
Friday	Petersburg VA Center	0830-1200
	Fort Lee	1300-1630

Telephone: (804) 722-0074

Toll Free: (877) 320-0074

Fax: (804) 722-0016

Providing assistance in filing for military benefits.