

**Buckley AFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - April 2019**

18401 East A-Basin Ave, Stop 95, Buckley AFB, CO 80011

**Building 606, Room 104**, phone **720-847-6693**, e-mail address: **460sw.rao.org@us.af.mil**

**Normal Hrs of operation:** Mon 1000-1600, Tues 0900-1200, Wed 1200-1500 & Fri 0900-1200

**Director: Steve Young, Lt Col, USAF, Ret**

**RETIREE ACTIVITIES OFFICE (RAO) LOCATION:** We are now in **Rm 104** of **Bldg 606** - much closer to the main building entrance. To reach our office: as you come in the main entrance to Bldg 606, turn left and then enter the first hallway on your right. Rm 104 is the first room on your left, right at the entrance to the hallway.

**RAO VOLUNTEERS NEEDED:** We now have **only 5 RAO volunteers** that support our “Help Desk” (720-847-6693) so the office is not fully manned every day of the week. You can leave a voice mail at 720-847-6693 anytime, and we check Voice Mails frequently to return calls, but *we need more volunteers*. **A typical volunteer spends just one 3-4 hour shift in the office per week.** You don’t have to be an expert on retiree matters, you just need a desire to help military retirees/spouses and a willingness to learn! We start by having you sit with an experienced volunteer to go over reference materials, explain RAO procedures, etc. You won’t work a solo “shift” until you are comfortable doing so. The job mainly consists of answering phone calls, responding to Voice Mails and meeting with people who come by the office. You either answer customer questions yourself or refer them to the appropriate subject matter expert (SME) and provide them with the contact information for that SME. **If you think you might be interested, or just have questions, please contact me (Steve Young) at my home e-mail - [elkfive@centurylink.net](mailto:elkfive@centurylink.net).**

**BUCKLEY AFB RETIREE ACTIVITIES OFFICE (RAO) COFFEE SOCIAL:** **The second quarterly RAO “coffee social” is planned for Tuesday, 9 Apr 19 at 0900 - spouses & guests are welcome!** About 25 retirees attended our first event held on 14 Jan where we had presentations from Tricare (Harley Hicks) and base legal (Susan Hurd). **These events are held at the Community Center (Panther Den) on base.** The facility is on your right by the 4-way stop on Aspen St at the entrance to the Aerospace Defense Facility (ADF) - there is an electronic sign right beside the street at that stop sign. Breakfast items are available for *purchase* until 0930 and after that you can purchase drinks (coffee, etc). There are ~45 parking spots assigned to the Panther Den on one side of the facility and along the ADF compound fence (designated by brown signs for “Panther Den Customer”). The entire parking area around the Aerospace Defense Facility (ADF) is *always* very full so you may have to park at a lot down the road (on the right), or across the street in lots by the Comm Squadron building, and walk over to the facility. No one mentioned parking issues at our first event. **For this second social we’ve scheduled presentations by the base Casualty Assistance Representative and the HQ Air Reserve Personnel Center (ARPC) retirement section (focused on Gray Area Reservists).**

**EMPLOYMENT EXPOs & JOB FAIRS:**

On **Wednesday, 10 Apr, from 1000-1500**, there will be a Military & Veterans Employment Expo at the Heritage Events Center (14401 E. Exposition Avenue, Aurora 80012). The City’s Veterans Affairs Commission, VA, and ESGR, among others, are sponsoring the event. You can view a full list of employers, and get additional details, at [www.mvee.org](http://www.mvee.org). **A flyer is attached.**

On **Thursday, 18 Apr, from 1100-1500**, there will be a DAV RecruitMilitary Veterans Job Fair at Bronco’s Stadium at Mile High (1701 Bryant St, Denver 80204). Anyone who has served on active duty, in the National Guard, or in the Reserves and their spouses are invited to attend this event. Local, regional and national companies will attend to recruit for open positions. Companies include: DAV, Allstate, DeVry University, Eaton, Lockheed Martin Corporation, PepsiCo, WW Grainger, Rocky Mountains Regional VA Medical Center, and many more. For a full company list and all details of the event, please visit, <http://recruitmilitary.com/Denver>. There is no cost for veterans or their spouses to attend.

**DISABLED AMERICAN VETERAN (DAV) MOBILE SERVICE OFFICES (MSOs):** Housed in a fleet of well equipped “offices on wheels” DAV’s Mobile Service Offices (MSOs) travel to smaller towns and rural communities across the country to counsel and assist veterans to educate veterans and their families on the benefits and services available to them in thanks for their service. Aided by Department and Chapter Service Officers, the MSO program provides support to veterans developing, filing and winning claims for benefits administered under federal, state and local laws. National Service Officers (NSOs) counsel and assist with the development of evidence, completion of required applications and prosecution of claims, bringing benefit and services education to veterans and their families where they live - all services provided by DAV NSOs are free of charge. For more info on DAV services call Josh Rondini in the Denver VA Regional Office (155 Van Gordon St) at (303) 914-5570. MSOs will be at the following locations in Apr.

Mon, 15 Apr, 0900-1600      VA CBOC, 5200 Hahns Peak Drive, Loveland, CO 80538  
Thurs, 18 Apr, 0900-1600      Bronco’s Stadium at Mile High, 1701 Bryant St, Denver, CO 80204

To see an MSO calendar for any date or location you can use the following link:  
[http://donate.dav.org/site/PageServer?pagename=MSO\\_Events\\_All](http://donate.dav.org/site/PageServer?pagename=MSO_Events_All)

**BUCKLEY AFB RETIREE APPRECIATION DAY (RAD):** Please put **Saturday, 27 Jul**, on your calendar - this is the date scheduled for the annual Buckley AFB military **Retiree Appreciation Day (RAD)**. Last year ~700 attendees met with ~35 organizations that handed out brochures and answered questions - MOAA, AARP, DFAS, Tricare, Social Security, Pikes Peak/Ft Logan National Cemeteries, Delta Dental, Honor Bell Foundation, Base Legal, Medicare/Medicaid, Long Term Care Partners, Health Net Federal Services, Colorado Technical University, Airman & Family Readiness Ctr, Air Reserve Personnel Center, Morale Welfare & Recreation and Arapahoe County VSO to name a few. The MPF ID card facility in Bldg 606 was also open and processed ID cards for ~60 eligible retirees. This year we anticipate more vendors and an even larger turnout - stay tuned for additional details!

**SURVIVOR BENEFIT PLAN (SBP) INFO:** If applicable, during tax season is a good time to remind your loved ones you chose to provide an income to your family by electing to participate in the Survivor Benefit Plan (SBP), which pays your SBP beneficiary a monthly annuity. They should know what they need to do after you pass away. This annuity is separate from your final paycheck, which will be paid to your Arrears of Pay (AOP) beneficiary - if you have named one. You should check your Retiree Account Statement (RAS) to ensure it reflects the correct SBP coverage and AOP beneficiaries. For SBP, your RAS will only show the type of coverage you have elected. The AOP beneficiary is listed on the second page of your RAS.

You can visit myPay, available 24/7 from your web browser, to view your RAS. To find out how you can use the following link: <http://go.usa.gov/xPdyx>

After checking your RAS, if the SBP coverage shown no longer applies to your current life situation or you would like to change your AOP beneficiary currently listed, please see the following website for information: <http://go.usa.gov/xEwby>

**SOCIAL SECURITY TELEPHONE IMPERSONATION SCHEME:** The Social Security Administration (SSA) and its Office of the Inspector General (OIG) have launched a joint Public Service Announcement (PSA) campaign addressing a nationwide telephone impersonation scheme. Social Security and the OIG continue to receive reports from across the country about fraudulent phone calls from people falsely claiming to be Social Security employees. Calls can even “spoof” Social Security’s national customer service number as the incoming number on the caller ID. The new PSAs will air on TV and radio stations across the country to alert the public to remain vigilant against potential fraud.

“We urge you to always be cautious and to avoid providing sensitive information such as your Social Security number or bank account information to unknown people over the phone or Internet,” said Nancy A. Berryhill,

Acting Commissioner of Social Security. “If you receive a call and are not expecting one, you must be extra careful – you can always get the caller’s information, hang up, and contact the official phone number of the business or agency the caller claims to represent. Do not reveal personal data to a stranger who calls you.” Social Security employees do occasionally contact people--generally those who have ongoing business with the agency--by telephone for business purposes. However, Social Security employees will never threaten a person or promise a Social Security benefit approval, or increase, in exchange for information. In those cases, the call is fraudulent and people should not engage with the caller. If a person receives these calls, he or she should report the information to the OIG Fraud Hotline at 1-800-269-0271 or online at <https://oig.ssa.gov/report>.

“These calls appear to be happening across the country, so we appreciate SSA’s partnership in this national public outreach effort,” said Gail S. Ennis, the Inspector General for the Social Security Administration. “Our message to the public is simply this: If you or someone you know receives a questionable call claiming to be from SSA or the OIG, just hang up.”

### **PAPA JOHN’S PIZZA - GET 40% OFF YOUR *ONLINE* ORDER & SUPPORT YOUR DENVER USO:**

The Denver USO has a new partnership that just started with ~27 Denver Papa John's Pizza restaurants. *Anyone using the “USODEN” code at one of these stores when ordering online (papajohns.com) will get 40% off their pizza and USO Denver will get 10% of the proceeds from these sales.* The code is good for as many pizzas as you want to order, you just have to enter the code for each pizza in your order. So, if you like Papa John’s pizza here is a chance to save yourself some \$ *and* support your Denver USO in the process!

**RECEIVE VA DISABILITY CLAIM DECISIONS IN 30 DAYS OR LESS:** If you’re submitting a claim for an increase in disability compensation, you need to know about VA’s Decision Ready Claims (DRC) Program. **Using this program, VA will deliver your decision within 30 days or less of when the claim is received.**

Here are the DRC steps to expedite your claim decision:

1. Appoint and work with an accredited Veteran Service Organization.
2. Gather all relevant/required evidence to support your claim, such as military service records and medical exams.
3. Attend a VA claim exam, if needed.
4. Submit your claim.

In addition to claims for increases, the DRC program covers certain claims related to direct, presumptive and secondary service connections. Surviving spouses can file certain claims under DRC, and transitioning service members can file pre-discharge claims less than 90 days from leaving the military. Learn more about DRC by visiting [Explore.VA.gov](http://Explore.VA.gov) or by calling your local VA Benefits Advisors on Buckley AFB at 720-847-4838.

**STATE VA BENEFITS:** Everyone knows about the federal benefits available to veterans, but did you know many *states* also offer great benefits to their veterans? State benefits range from free college and employment resources to free hunting and fishing licenses. Most states also offer tax breaks for their veterans and specialized license plates, some states even provide their veterans with cash bonuses just for serving in the military. A handy summary of the benefits each state and territory offers can be found here: <https://militarybenefits.info/state-veterans-benefits/> There may be a benefit available to you or your family that you didn't know about!

**DENVER VA REGIONAL BENEFITS OFFICE HOURS & LOCATIONS:** *Do you have a question about your VA Benefits? Compensation Claim, Pension Claim, Aid and Attendance, Appeals, survivor and burial benefits, Home Loans, Employment, or Education*

The VBA Office in the Rocky Mountain Regional VA Medical Center is holding office hours:

Office Hours: Monday - Friday, 8:30 a.m. to 4 p.m. (last appt. at 3:30 p.m.)

Phone: (800) 827-1000

Location:

Rocky Mountain Regional VA Medical Center

Veterans Benefits Administration (VBA)

1700 North Wheeling Street

Aurora, CO 80045

Sign up to meet with a counselor in the Pharmacy waiting room.

We also have a Veterans Affairs Office on Buckley AFB in Bldg 606. There are two Benefits Advisors there (Mr Gross & Mr White) who can be reached at 720-847-4838 from Mon-Fri 0800-1600.

## **ID CARD RENEWALS FOR MILITARY RETIREES, SPOUSES & DEPENDENTS**

For ID card renewal there are several places you can use in our area, both on and off Buckley AFB. If your computer is compatible, you can use the following two web sites to locate ID card facilities near you and to make an appointment. The RAPIDS locator web site is at <https://rsl.dmdc.osd.mil/rsl/> and the appointment site is at <https://rapids-appointments.dmdc.osd.mil> . If the links above won't work for you, info on the nearby ID card facilities is below. **A word of caution - on the day of your appointment I'd encourage you to call the location you're using to ensure DEERS is up - if DEERS is down they won't be able to process your ID card.**

MPF at Buckley AFB (Bldg 606 on 18401 E A-Basin Ave) - they are really by appointment only. You can call them at 720-847-6990 to schedule an appointment.

ANG at Buckley AFB (18860 E Breckenridge Ave, Hangar 801, Rm N224) - You can call 720-847-9295, closed Monday.

NAVOPS Space Ctr at Buckley AFB (7 N Snowmass St, Bldg 1301) - you can call 720-847-7808, Closed on Monday

Army Reserve at Fitzsimmons (12963 E 23rd Ave, Bldg 262 (?), Rm 121) - you can call 303-365-3060

CO HQ Army NG in Centennial (6848 South Revere Pkwy) - you can call 720-250-1315, Closed on Monday.

NOAA Facility in Boulder (Skaggs Bldg, Rm GB515 - 325 Broadway) - you can call 303-497-6119, open Mon-Wed-Fri by appointment only.

**GRAY AREA RESERVISTS:** We get quite a few calls in the RAO from Gray Area Reservists approaching 60 who have questions regarding the processing of their retirement orders, when they can anticipate their first pension check, what they need to do regarding Tricare, etc. Based on that, below is some POC information for Guard/Reserve members from the various services. In addition, we send a personal letter to Gray Area Reservists we know of in our AOR several months before their 60<sup>th</sup> birthday with some of this information. We can also provide you with a copy of DoD Fm 2656 if you are having trouble downloading it.

### *Air Force Guard/Reserve:*

Air Reserve Personnel Center (ARPC): 1-800-525-0102. In the past some of our customers have experienced significant hold times, dropped calls, etc when calling this number. If you, or anyone you know, is experiencing this please get in touch with us and we will use our back-channel contacts at ARPC to try and assist.

### *Army Guard/Reserve Personnel in CO*

88<sup>th</sup> Readiness Division Retirement Services Office (RSO) - 60 South O Street, Ft. McCoy, Wisconsin 54656  
608-388-7448/9321 or DSN 280-0596

<http://soldierforlife.army.mil/retirement/reserve-component-retirement-services>

### *Navy Guard/Reserve Personnel*

PERS-912: 1-866-827-5672 or 1-833-330-6622

[https://www.public.navy.mil/bupers-npc/support/retired\\_activities/Pages/default.aspx](https://www.public.navy.mil/bupers-npc/support/retired_activities/Pages/default.aspx)

*USMC Reserve Personnel*

MMSR-5 Reserve Retirement & Separation Section: 703-784-9306/9307

*Coast Guard Reserve Personnel*

National Retiree Help Desk Hotline (unless it is a pay related issue): 1-833-224-6743 -

For pay related issues call 1-800-772-8724 or 785-339-3415

<https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Retiree-Services-Program/>

*Colorado Transition Assistance Advisor (TAA)*

This office assists Service members in accessing Dept of VA health care services & benefits. The TAA initiative was started in May 2005 when the National Guard Bureau (NGB) signed a MoA with the VA.

Amy Eagen - 720-250-1173 (works Tues-Fri)

**MyPay ADDRESS CHANGE:** The simplest and quickest solution for changing your mailing address is through myPay, using the online account management system. For any questions or concerns regarding myPay, call 888-332-7411 (option 5) for a customer service representative. Both retirees and annuitants may call DFAS Retired and Annuitant Pay at 800-321-1080. If you call MyPay have your banking information available - you may need **routing and account information** before they will talk with you.

**MAIL OPTION:** Please include both your old and new mailing address, along with the effective date for the new address. In addition, please include your name, social security number and signature with date on your request. For retirees, use the address below:

DFAS U.S. Military Retired Pay

8899 E 56th Street

Indianapolis, IN 46249-1200

Or FAX DFAS Retired Pay at 800-469-6559

If you are an annuitant please mail your request to:

DFAS U.S. Military Annuitant Pay

8899 E 56th Street

Indianapolis, IN 46249-1300

Or FAX DFAS Annuitant Pay at 800-982-8459

**LIFE CHANGING EVENT? KEEP DFAS INFORMED:** Ensuring your retired pay comes to you accurately and on time is our primary goal at DFAS. To do this, we need your help to keep your account up to date. As a retiree, the sooner you alert us to any change that might affect your pay, the more timely and accurate your pay will be. Keeping your account up to date includes making sure your mailing address, banking information, allotments, tax withholding status, and your beneficiary choices are current. Be sure to report any change of life events as soon as they happen. These life-changing events include:

- Marriage
- Divorce
- Death of a spouse or child
- Birth or adoption of a child

Some changes, especially those regarding SBP, have a one-year time limit, so it is very important that DFAS is notified of life-changing events when they happen. When you notify us, be sure to include supporting documents, such as birth or marriage certificates. Keeping your contact information updated is also key to staying informed. We occasionally send out correspondence regarding changes in the law that affect your pay, and a new Retired Account Statement (RAS) is sent when your net pay changes (unless you are on **myPay** where the new RAS is available online). **If your mailing address is not correct and you are not on myPay, they have no way of notifying**

you about changes. The easiest way to stay up to date is to use **myPay**. You can use **myPay** to change your mailing address, your direct deposit information, certain allotments and your tax withholding status. You can also use **myPay** to verify payment information, including allotment amounts, or tax withholding, or check your Survivor Benefit Plan (SBP) coverage on your RAS. You can create a myPay account at <https://mypay.dfas.mil/>

## **SURVIVOR BENEFITS:**

### **Reporting the Death of a Retiree**

Please report the death of a retired service member as soon as possible to avoid delay and possible financial hardship to surviving beneficiaries. You can contact the Buckley AFB Casualty Office at (720) 847-6946 for assistance with this claim as well as other applicable claims, for example Survivor Benefit Plan (SBP) Claim, Civil Service Claim, VA Claim, other insurance claims, etc. Our goal is to provide our survivors with “one stop” assistance with the necessary paperwork that comes with the death of your retired loved one. **If you are not sure who your Casualty Assistance Representative (CAR) is, you can call 877-353-6807, enter your zip code, and you will be automatically transferred to the base CAR responsible for your area.**

### **Reporting the Death of Annuitant**

When you pass, your eligibility for Survivor Benefit Plan ends. Prompt reporting of a deceased military annuitant’s death can help avoid delay and possible financial hardship to surviving family members of executors, who will be required to return any unearned payments of the decedent’s annuity pay. Be sure to let your survivors know that your (SBP Annuitant) death will need to be reported to DFAS or you can contact our Casualty Assistance Representative Loretta Lopez at 720-847-6946.

### **Retirees**

Do your loved ones know who to contact in the event of your death? Casualty Assistance Representatives (CARs) stand ready to lend a hand with your casualty assistance needs. Call them for an appointment to talk about what you should have ready for your loved ones in the event of your passing.

Buckley AFB Casualty Assistance Office (Loretta Lopez) - CAR/SBP Rep .... 720-847-6946

Retired Air Force.....	1-877-353-6807
Retired Army.....	1-800-626-3317
Retired Coast Guard.....	1-800-772-8724
Retired Marines.....	1-800-847-1597
Retired Navy.....	1-800-368-3202
Retired Civil Service.....	1-888-767-6738
Receiving VA Compensation.....	1-800-827-1000
Social Security Administration.....	1-800-772-1213

**FREE MOVIES:** Buckley AFB shows a family movie at the Leadership Development Center (LDC - Bldg 1032) on the 3rd Friday of every month. Doors open at 1800 and the movie starts at 1830. MWR determines movies shown based on the most popular and rating appropriate movie sent to them through their movie program. You can check the schedule at the following link: <https://www.460fss.com/> The movie for 19 Apr is "Ralph Breaks The Internet". You can find other info on the 460FSS FaceBook page at <https://www.facebook.com/460FSS/>.

Groups can schedule a movie showing at the Panther Den on base by contacting Justin Lentz (720-847-7197). Justin can provide the most current list of available movies when you contact him.

**BUCKLEY AFB PUBLIC AFFAIRS:** A good way to find out what is happening on Buckley AFB - the Public Affairs staff has information available on the Buckley AFB web site (<http://www.buckley.af.mil/>) as well as the Buckley AFB Facebook page (<https://www.facebook.com/BuckleyAirForceBase/?rf=106189116104357>)

**BUCKLEY AFB NEW COMMISSARY HOURS & HOLIDAYS FOR 2019:** As of February the commissary is closed on Mondays. Commissary hours are shown below.

Sundays 0800-1900  
Tuesday - Saturday 0800-1900  
Early Bird Hours 0800-0900 This time is *supposed* to be for customers with 20 items or less  
**CLOSED** All Mondays (starting February 4<sup>th</sup>)  
**CLOSED** November 28 Thanksgiving  
**CLOSED** December 25 Christmas Day  
**CLOSED** January 1 New Year's Day

**AIR FORCE RETIREE AFTERBURNER:** Here is the link to the Afterburner for latest retiree news:  
<http://www.retirees.af.mil/Library/Afterburner/>

**VETERAN OWNED BUSINESS DIRECTORY:** One of your fellow retirees sent me the link below so I am passing it on to you. The web site allows you to search for veteran owned businesses by type of business, by state, etc. <https://www.veteranownedbusiness.com>

**BUCKLEY AFB WEB SITE - RETIREE PAGE:** Check our Retiree page on the Buckley AFB website at <http://www.buckley.af.mil/Units/Retiree-Activities-Office/> We recently added more links to our "bare bones" site. The links are for informative websites related to ID cards, military/retiree support organizations and online news, reporting the death of a service member/spouse, retiree information/resources, veteran's records, survivor assistance, travel & lodging, etc. **We welcome your feedback on the site!**

**BUCKLEY AFB OUTDOOR REC & ITT:** Buckley AFB Outdoor Rec and Information Tickets & Travel (ITT) (Bldg 1022) provides many programs and services to the Buckley community, as well as the worldwide US Department of Defense community. Stop by and check out ITT where they sell many in-state and out-of-state tickets to theme parks including Elych Gardens, Disney and Universal Studios, plus local professional sports games such as the Nuggets and Rockies. For skiers and snowboarders, they sell lift tickets and season passes to most Colorado ski areas. For their ticket list, stop by ITT or give them a call at 720-847-6100.

Other services provided by Outdoor Rec include an RV storage lot, Williams FamCamp RV Park, guided trips, outdoor adventures, ski and snowboard tuning services and retail sales of outdoor apparel and equipment. They also offer a wide variety of equipment for rent at very reasonable prices (camping gear, home & garden equipment, picnic needs, sports equipment & games, campers & trailers, party equipment, etc). See their website for additional information: <https://www.460fss.com/outdoor-rec-itt/>

**This newsletter is a RAO publication for retirees, annuitants and surviving spouses. Content is not to be construed as the official view of, or endorsed by, the RAO, the U.S. Government, the Department of Defense or the Air Force.**