



## **RETIREE NEWSLETTER**

**Retiree Activities Office (RAO), Travis AFB, California  
Fall 2019**

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# Acknowledgement

Articles appearing in this newsletter are compiled from local sources, newsletters received by this RAO and from other military sources. Information has been edited and reprinted for the benefit of our retiree population. No commercial gain is derived for this publication. News items are current as of their use in this newsletter. Please advise of any errors, omissions, or suggestions for improving our newsletter.



## Focus of the Retiree Activities Offices

Our customers are retired American service members and their dependents. They have earned our respect, and their retirement benefits, by dedicating their lives to the preservation, protection and defense of the Constitution of the United States of America. They have sweated and bled in distant lands, foregone the stability and pleasures of family life, and followed the orders given to them without regard to personal cost. They should take great pride in their accomplishments. In addition, they are entitled to the fulfillment of the contract drawn with our country. At the Retiree Activities Office, we take great pride in supporting the fulfillment of this contract. It is our mission to maintain open communication and to ensure they receive the superb service and respect they so rightfully deserve. Our primary focus shall remain on mission accomplishment, compassionate care of retirees and their families, and the drive to constantly improve and excel.

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## **FROM YOUR RAO DIRECTOR**

The Retiree Activities Office (RAO) wishes, on behalf of all retirees who attended and enjoyed, to thank Captain Sara Salmeri and MSgt Amanda Richardson for the time and hard work they devoted to making 2019 Retiree Appreciation Day (RAD 2019) a great success.

Please feel free to call or email me and offer your constructive comments to help in planning next year's event. Thanks!

DAVID C. WIGLEY, CMSgt, USAF (Retired)  
707.424.3905 [david.wigley.1@us.af.mil](mailto:david.wigley.1@us.af.mil)

**DID YOU KNOW:** Your Travis AFB RAO has many publications available for free. These publications include: 1. Summary of VA Benefits for Disabled Veterans. 2. Retiree Survivor's Guide to Benefits, 3. DFAS Guide to Survivor Benefits, 4. Federal Benefits for Veterans, Dependents, and Survivors, 5. Grieving Guide. Stop by and pick some up.

**DID YOU KNOW:** Most military installations around the world have a web site. Just google that installation and their web site will be listed. You can then go to that web site to get the latest news about that installation. Also, most, if not all, USAF bases have a Retiree Activities Office (RAO) which publish a newsletter much like this one. There should be a link to the RAO newsletter on that base's web site. You can use that link to avail yourself of many important or "good to know" details about that base and the surrounding area, should you want or need to visit.

# **A CHANGE IS HERE**

***There is a new way dependent ID cards are renewed. The “e-ID Card Online Renewal Process (for Dependents) has been changed so please be prepared. The process includes the following steps:***

- a. You will need access to a device that has internet connection (i.e., a computer, smart phone or tablet)***
- b. A way to take a Passport Photo – either a smart phone or camera, or a local store that does passport photos such as Walgreens, CVS, or Costco, etc.***
- c. A way to upload a Passport Photo – to an online webpage-you can either use a smart phone, computer, or scanner.***
- d. Two forms of ID – Names must match and not be expired (this means you cannot use your expired military ID card as one of these two forms of ID) The same forms of ID that you submit with this application must be the ones presented to customer support technician at the Military Personnel Flight (MPF) when you go to pick up your ID card. Note: If you have had a name change, and your name does not match what is on your form of ID, you will also need to provide evidence of your name change.***
- e. Lost ID Letter – If applicable.***

***The web site will be: <https://www.travisfss.com/idcards>. You should probably become familiar with this process before you must renew an ID Card. The website will require to you create an account with a Log On and a Password.***

## **Next Generation ID Cards for Retirees**

***(Summary from AF Afterburner Summer 2019 ed.)***

In early fall 2019, the DOD will be phasing out the old paper based, laminated ID card and will use a more durable and secure plastic-based card stock instead. The new card's design will be harder

to counterfeit, reduce fraud and will be printed on solid plastic. The new cards will reduce the 10 card versions currently issued to three card versions issued. The new card procedures do not change the populations eligible to receive it.

The card incorporates a modified bar code that will eliminate the printing of social security numbers on each retiree and dependent's ID card thereby increasing the protection of each holder's private information.

The new card will be issued to new retirees as the equipment and stocks needed to produce are received at the installation. Retirees holding a current retiree ID card will not be issued the new card until the current card expires, or the current card is lost, damaged, or delaminated.

### **The REAL ID Act Impacts Californians**

Beginning October 1, 2020, the federal government will require our driver license or ID card to be REAL ID compliant ***if*** you wish to use it as identification to board an airplane or enter military bases and most federal facilities. A U.S. Passport, passport card, military ID or another form of TSA-approved ID will also be accepted if you do not have a REAL ID

The California DMV began offering the optional REAL ID driver license or ID card on January 22, 2018. Consumer can apply for a REAL ID by providing the DMV with proof of identity (certified U.S. birth certificate, U.S. or foreign passport, employment authorization document, permanent resident card), California residency document (e.g., utility bill) with current address, and proof of your social security number.

***From our Friends at Defense Finance and  
Accounting Service (DFAS)***



Do you want to get your Retiree Account Statement in an electronic form? Just log onto: <https://mypay.dfas.mil> You will be able to set up an account by answering some questions and establishing a password. Then you can get your electronic Retiree Account Statement each month and your 1099R at year's end. They even send you a monthly reminder that the statement is available.

Here are some quick ways to contact DFAS.

## **Mail**

For Retirees:	For Annuitants, beneficiaries, and survivors	For claims for non-receipt of payment
Defense Finance and Accounting Service U.S. Military Retired Pay 8899 E. 56 <sup>th</sup> Street Indianapolis, IN 46249-1200	Defense Finance and Accounting Service U.S. Military Annuitant Pay 8899 E. 56 <sup>th</sup> Street Indianapolis, IN 46249-1300	Defense Finance and Accounting Service Cleveland Center 1240 East Ninth Street Attention: 19 <sup>th</sup> Floor Vault Cleveland, OH 44199

## **Fax**

Retired Pay: 800-469-6559

Annuitant/Survivor Pay: 800-982-8459

Claims for non-receipt of payments: 216-522-6358 or 216-22-6358

## **Phone**

Customer Service Representatives are available Monday through Friday, from 8 a.m. to 5 p.m., Eastern Time. However Monday is their busiest day, so they recommend calling Tuesday through Friday for shorter wait times.

**Toll Free: 800-321-1080**

**Local: 216-522-5955**

**DSN: 580-5955**

## **For Quicker Service:**

<b>myPay</b> Questions	<b>VA Related</b> Questions	<b>1099R Reissue</b> <b>(Telephone Self-Service)</b>
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<p>Assistance with accessing your myPay Account</p> <p>Please call <b>800-332-7411</b> <b>Press option 6</b> for assistance accessing your <b>myPay</b> account</p>	<p>Please call Veterans Affairs <b>800-827-1000</b> Or <a href="http://www.va.gov/">http://www.va.gov/</a></p>	<p>You can access your 1099R using <b>myPay</b> <a href="https://pay.dfas.milmypay.aspx?FLPS=LES%7/EDCPS">https://pay.dfas.milmypay.aspx?FLPS=LES%7/EDCPS</a> If you do not have a <b>myPay</b> account, request a copy by calling <b>800-321-1080</b>.</p> <ul style="list-style-type: none"> <li>• <b>Press 1 then,</b></li> <li>• <b>Press 1 to receive a 1099R</b></li> </ul>
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**To speak with a Customer Service Representative,** use the voice or touchtone prompts below:

<b>If Reporting a Death or Following –Up on a claim:</b>	<b>For questions about a Retired Pay matter:</b>	<b>For Annuitants (someone receiving a death benefit from a deceased military retiree) with questions</b>
<ul style="list-style-type: none"> <li>• Dial 1-800-321-1080</li> <li>• Press 2</li> </ul>	<ul style="list-style-type: none"> <li>• Dial 1-800-321-1080</li> <li>• Press 5</li> </ul>	<ul style="list-style-type: none"> <li>• Dial 1-800-321-1080</li> <li>• Press 3</li> </ul>

**VA News**



For those of you who are connected to the internet, you can get a wealth of information by logging on to: [www.va.gov](http://www.va.gov). This site has links to Health, Benefits, Burials and Memorials, About VA, Resources, News Room, Locations, and Contact Us.

Some of the quick telephone services include:

VA Crises Line: 800-0273-8255 (Press 1)

Benefits: 800-827-1000

Health Care: 877-222-Vets (8387)

VA Inspector General: 800-488-8244

Some of the news from their Newsroom include: Exploring Alternative Treatments for TBI and PTSD; VA and Humane Society of United States Announce Partnership; White House VA Hotline Now Fully Staffed; Rollout and Application Process for New Veterans ID Card and more. Go to [va.gov](http://va.gov) and check them all out.



# The following is from the Veterans Resource Center (VRC) in San Francisco

The Veterans Resource Center (VRC)  
401 Van Ness Avenue, Room 205, San Francisco, CA 94102  
Open 1:30-5 pm (Monday-Friday)  
Ph: (415) 926-5090

## Welcome Home Veterans!

Now that you are home and begin to settle down and transition back to civilian life, the **American Legion, VFW, AmVets, the Military Order of the Purple Heart** and other veterans' organizations are here to help with your return home. If you need counseling on your earned military benefits, are dealing with combat stress (PTS), have concussions from IED impact, seeking job/career opportunities, need help with job interviewing and resume' preparation, and/or want to meet with veteran friendly employers, the VRC in San Francisco is established to give you all the help you need.

The VRC has free computers, job listings, PC and job training, printers, and friendly Iraq and Afghanistan veterans who understand you and can help you with almost any problem. We have alliances with the V.A. Training Center, the State of California's Employment and Education Department, the San Francisco County Veterans Service Office and a close working relation with Fort Miley VA Medical Center medical staff for providing their services. Your VRC also is aligned with all major veteran's service organizations, including Swords to Plowshares to provide training, housing, and financial support.

When you have settled in, and need to find a job, or get benefits counseling, remember that your VRC was created to give you all the help you need.

Your VRC is conveniently located in the heart of San Francisco accessible by BART (Bay Area Rapid Transportation (the Civic Center exit – 2 blocks from your VRC) and is also accessible via the SF Municipal Bus System (Most muni bus lines connect to muni lines 47, 49, 5, and/or 21 which stop across from your VRC).

Your VRC is located in room 205, the Veterans War Memorial Bldg., 401 Van Ness Ave., across from SF City Hall in San Francisco, CA. Your VRC is open from 1:30 – 5 pm each week day.

So, when you are ready, come see us. Our Iraq/Afghanistan veterans who manager your VRC welcome you home and welcome you to your VRC.

This is a free service for all veterans. Please bring a copy of your DD 214 on your first visit to you VRC.

# The latest from the Social Security Administration

## Your Social Security Statement is now at your fingertips:

Have you ever received a Social Security Statement in the mail? You know, the one that shows all the earnings you've had each year and how much you could receive per month in Social Security benefits when you retire? The Statement contains crucial information workers need to plan for a comfortable retirement. Now, thanks to my Social Security, this information—and so much more—is only a few minutes away!

Your personal my Social Security account is secure and gives you ready access to your earnings records, Social Security benefit estimates, and printable Statements. Those who already receive benefits can view their payment history, current status, and manage their benefits.

To open a personal my Social Security account, go to [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount) and select "Create an Account" to get started. You must be 18 years old, have a valid Social Security number, U.S. mailing address (or a military address if deployed overseas), and an email address.

In some cases, you may have to contact your local Social Security office to open my Social Security account.

Once registered, you can:

- \* Verify your earnings history;
- \* View estimated Social Security benefits based on your past earnings;
- \* View Social Security and Medicare taxes you've paid over your lifetime,
- \* Print your current Social Security Statement; and
- \* Request a replacement Social Security card (in some states)

If you're currently getting benefits, you can:

- \* View benefit payment information;
- \* Change your address and phone number;
- \* Start or change electronic payments;
- \* Get a replacement Medicare card;
- \* Get a replacement 1099 for tax season; and, \* Get a benefit verification letter.

When you sign up for a personal my Social Security account, we use a secure authentication process to protect the privacy of your identity and your Social Security Statement information. In addition to your unique username and password, you can also further protect your my Social Security account with a secure code texted to your phone every time you log in.



Just one more way Social Security strives to provide customers with peace of mind. Learn more at

[www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount)

(SOURCE: Social Security Blog Article at <http://blog.socialsecurity.gov/yoursocial-security-statement-is-now-at-your-fingertips/>)

## Travis AFB

**Want to know what is going on at Travis? Just log on to [WWW.Travis.AF.Mil](http://WWW.Travis.AF.Mil) There you will find links to Phone Contacts; Space A Travel (with links to all AMC Passenger Terminals Conus and Overseas); DGMC; Biographies; 60 Air Mobility Command; Retiree Activities; Questions; Fact Sheet.**

**If Space A Travel is on your mind and you are not connected to the Internet, you can call the Passenger Terminal at 707-424-1854 or email them at: [60aps.SpaceA@us.af.mil](mailto:60aps.SpaceA@us.af.mil)**

**With Space A Travel in mind, you can also log onto: [WWW.DODLodging.net](http://WWW.DODLodging.net) There you will find links to all DOD lodging including Air Force, Navy, Marine, Army. Check it out.**

## Outdoor Recreation Program

**Do ever get an urge to go hiking, kayaking or canoeing, but you don't have storage space in your garage or own the equipment you need to indulge in these activities? If so, check out the Outdoor Recreation Program (ODR) at Travis. They have rentals available along with the equipment you need to haul it to the river, lake, stream, or hiking trail of your choice.**

**Call 707-424-0969 for details or visit their location at 273 Ellis Drive, Bldg. 863 on Travis for information on the programs, rentals and events they have available. ODR publishes a quarterly seasonal guide that's available at various locations around the installation and on their website that show upcoming programs and events. ODR also has a Facebook page. ODR's website is <https://www.travisfss.com/odr/retail/>, ODR is open 0800 – 1600 Monday, Tues, Thursday, on Friday.0800 – 1600. They are open on Saturdays from 0800 – 1400. The rental desk closes 30 minutes prior to the scheduled closing time. Please call before driving out to confirm operating hours as their schedule is subject to change.**

**Taking advantage of their programs is a good way to meet people, make friends and stay connected to the young men and women that serve our country and communities.**

# ***Air National Guard Air Force Reserve***

***HTTPS://WWW.ARPC.AFRC.AF.MIL***

From the Air Reserve Personnel Center regarding your retirement and retired pay.

## **RETIREMENTS**

As you prepare to retire from the Air National Guard or Air Force Reserve, there are specific steps you must take to ensure you receive retirement pay when you hit age 60. You will not receive notification of retirement pay at age 59; therefore, you will need to initiate the retired pay application about four months before your 60<sup>th</sup> birthday.

**It is critical to maintain a current address with HQ ARPC by updating it in myPers or calling 800-525-0102**

To apply for Reserve retired pay, complete the **ARPC Form 83 and DD Form 2656**. Both must be received by HQ ARPC to establish the retired pay account. These forms should be submitted at least 30 days, but not earlier than 4 months before the retired pay effective date (normally when you reach age 60).

Airmen may elect retired pay to begin on their retired pay eligibility date (normally the 60<sup>th</sup> birthday or any date thereafter). There is a statute of limitation of six years on retroactive retired pay.

Direct Deposit is the method used by the Air Force to distribute pay to Airmen. Normally, the first deposit will be on the first day of the month after the month which includes their retired pay effective date. However, if an Airman participates right up to his or her retired pay effective date, all final points, and service must be received before pay can be finalized. In such cases, allow 60 days after the retired pay effective date for retired pay to begin.

For Airmen to be credited with points and service earned after their 60<sup>th</sup> birthday, they must request a waiver through the chain of command. Final approval is the Secretary of the Air Force.

Retired pay is computed using the number of retirement points multiplied by the point value (based on Airman's highest grade held and years of service) for each point. Longevity credit continues for members of the Retired Reserve until they are in retired pay status.

Airmen may contact HQ ARPC, at 800-525-0101 or through vPC, for more information.

# CONGRESS

***Want to know what is going on in Congress that may affect you as a Veteran. Here are a couple of web sites you may want to explore:***

***[www.congress.gov/committee/senate-veterans-affairs](http://www.congress.gov/committee/senate-veterans-affairs)***

***or***

***[www.congress.gov/committee/house-veterans-affairs](http://www.congress.gov/committee/house-veterans-affairs)***

***Both of these sites list multiple bills that are before the house or senate committees; there are too many to list here. The lists also show what status the bills have, where they are in committee, etc. If you are interested in supporting any of these bills, you can call your senator or representative by calling:***

***202-224-3121***

***When prompted you can give your state (if you want a senator) or your zip code (if you want your representative) You can then leave a voice message or state your concern to a staffer who will pass it on to your senator or representative.***

***General Election:    **November 2020*****

***Get out and vote. This is your chance to make your voice heard. If you have moved since you last voted, visit the local voter registrar office and notify them. If you haven't moved and are still registered, you only have to show up at your polling place and cast your ballot. You may have already received a notice which allows you to vote by mail.***



# State of California

## Agencies & Departments

*Here is a list of telephone numbers and web sites you may find useful:*

**Attorney General:** 800-925-5225 or 800-722-0432 (Medi-Cal fraud of elder abuse)  
[www.ag.ca.gov](http://www.ag.ca.gov)

**Business Oversight:** [www.dbo.ca.gov](http://www.dbo.ca.gov) 866-272-2677

**Contractors:** [www.cslb.ca.gov](http://www.cslb.ca.gov) 800-321-2752

**Consumer Affairs:** [www.dca.ca.gov](http://www.dca.ca.gov) 800-925-5210

**Employment Development:** [www.edd.ca.gov](http://www.edd.ca.gov) 800-300-5616

**Fair Employment and Housing** [www.dfeh.ca.gov](http://www.dfeh.ca.gov) 800-884-1684

**Fish & Wildlife:** [www.wildlife.ca.gov](http://www.wildlife.ca.gov) 888-334-2258

**Health Care Services (Medi-Cal)** [www.medical.ca.gov](http://www.medical.ca.gov) 800-541-5555

**Insurance:** [www.insurance.ca.gov](http://www.insurance.ca.gov) 856-602-8861

**Managed Healthcare:** [www.dmhc.ca.gov](http://www.dmhc.ca.gov) 888-466-2219

**Medical Board:** [www.mbc.ca.gov](http://www.mbc.ca.gov) 800-633-2322

**Motor Vehicles:** [www.dmv.ca.gov](http://www.dmv.ca.gov) 800-777-0133

**Parks and Recreation:** [www.parks.ca.gov](http://www.parks.ca.gov) 800-444-7275

**Public Utilities:** [www.cpuc.ca.gov](http://www.cpuc.ca.gov) 800-649-7570

**Resources, Recycling & Recovery:** [www.calrecycle.ca.gov](http://www.calrecycle.ca.gov) 800-732-9253

**State Auditor:** [www.bsa.ca.gov](http://www.bsa.ca.gov) 800-952-5665

**Secretary of State:** [www.sos.ca.gov](http://www.sos.ca.gov) 800-345-8633

**Taxes:** [www.ftb.ca.gov](http://www.ftb.ca.gov) 800-852-5711

**Transportation:** [www.quickmap.dot.ca.gov](http://www.quickmap.dot.ca.gov) 800-427-7623

**Worker Compensation:** [www.dir.ca.gov/dwc](http://www.dir.ca.gov/dwc) 800-736-7401

## ***We Request Your Assistance, Please***

Please forward this newsletter to as many friends and family as you know would benefit from the information contained in it. Also, encourage your fellow military retirees and surviving spouses to provide us an email address so we can keep them informed of items of interest and especially those matters that may impact their retired lifestyle.

***Thank You!***

### **Address Changes**

#### **NOTE TO RETIREES AND ANNUITANTS:**

Please DO NOT send change of address information to the Retiree Services Section at the Air Force Personnel Center (AFPC). The Defense Finance and Accounting Service (DFAS) is the agency responsible for maintaining and changing correspondence addresses for retired members receiving retired pay and recipients of Survivor Benefit Plan annuities who may receive correspondence (including the *Afterburner*, News for USAF Retired Personnel) from official Air Force agencies. You'll need an email address to make this most effective. See below.

#### **Also:**

If you have a myPay account with the Defense Finance and Accounting Service (DFAS) you will receive notices from the Air Force Personnel Center (AFPC) Retiree Services Section. For example, AFPC just recently updated the *Afterburner*, the AF Retiree Newsletter, and sent out notice and links for access to DFAS myPay account holders.

If you don't have a myPay account, visit the DFAS website at [dfas.mil](http://dfas.mil) to get your account started. Here is the *Afterburner* link until then:

<http://www.retirees.af.mil/shared/media/document/AFD-160613-012.pdf>

**Attention:** A worldwide retiree\ veterans events schedule is available at:

<[http://www.hostmtb.org/RADs and Other Retiree-Veterans Events.html](http://www.hostmtb.org/RADs_and_Other_Retiree-Veterans_Events.html)>

The events schedule includes retiree appreciation days (RAD), health fairs, resource fairs, seminars, stand downs, town hall meetings and other events that are of benefit to retirees and veterans.



### **FEDVIP Open Enrollment Season – FY 2020 (Federal Employee Dental and Vision Program)**

Federal benefits open season for FY 2020 begins 11 November 2019 and runs through 9 December 2019. Military retirees that want to obtain Dental and Vision Insurance through the FEDVIP program need to enroll in a plan during this period.

The only other exception that applies to retirees seeking enrollment outside open season is a Qualifying Life Event. Those events include:

- a. You got married
- b. You lost your current dental or vision coverage through an employer
- c. Your military pay or Federal annuity or compensation was restored.

Visit the following website if you need more information about enrollment and plan coverage:

[www.benefeds.com](http://www.benefeds.com)

[https://tricare.mil/CoveredServices/BenefitUpdates/Archives/7\\_22\\_19\\_FEDVIP Provides Vision Coverage to TRICARE Beneficiaries](https://tricare.mil/CoveredServices/BenefitUpdates/Archives/7_22_19_FEDVIP_Provides_Vision_Coverage_to_TRICARE_Beneficiaries)



## DOD MHS Genesis Implementation (Military Health System)

David Grant Medical Center will begin implementing MHS Genesis starting September 7, 2019 as part of a DOD effort to consolidate and improve automated medical records keeping and the delivery of medical services across all services to active duty, military retirees, active duty and military retiree dependents.

During the phase in period, there may be delays in beneficiaries obtaining medical appointments. David Grant Medical Center staff indicated they expect the delays in service to last several weeks as staff are trained in the use of the new system. Additionally, retirees are encouraged to establish a premium DS Login so they can view their medical records online, request appointments and communicate with their primary care manager. As more of these services are moved online, we highly recommend you establish ad DS Login Account.

Visit **[myaccess.dmdc.osd.mil](https://myaccess.dmdc.osd.mil)** to establish a Premium DS Login account that will give you the ability to access the MHS Genesis Patient Portal.

Here is what retirees and their dependents can expect when requesting appointments during the transition period:

- Acute appointments (serious, but not life-threatening condition that needs attention within 24 hours). Patients will be advised to visit a network approved Urgent Care Center (UCC). The David Grant Medical Center appointment line will provide a list of authorized Urgent Care Centers. Retirees and dependents pay a \$30.00 co-pay to the UCC upon receipt of services. Patients must provide medical documents from urgent care visits to their PCM after medical services are received.
- Routine medical care (non-emergent care that can wait – physicals, chronic conditions, follow ups). Call Central Appointments at 707-423-3000. They may appointments available.
- For additional information regarding coverage, call the Tricare Benefits Counselor at 707-423-7921 or visit the following web page: **[www.tricare.mil](https://www.tricare.mil)**.

## IN CASE OF EMERGENCY\*

\*The following is courtesy U.S. Congressman John Garamendi, 3<sup>rd</sup> District of California. (He sent a flyer)

Emergencies come in many forms, and they may require anything from a brief absence from your home to long-term evacuation. The following steps should be taken before a disaster – flood, fire, earthquake – strikes.

### **Have a plan**

It's vital for your family to have a plan in place if a disaster occurs. How will you contact one another if separated? What are your evacuation routes? What items are essential? Help getting started is at:

[www.Ready.gov/make-a-plan](http://www.Ready.gov/make-a-plan)

### **Create an emergency kit**

Because evacuations can happen on very short notice, you should have an emergency kit ready to grab-and-go, including three days of food and water, flashlight, batteries, cash, first aid supplies and battery-powered cell phone chargers. For more details:

[www.Ready.gov/build-a-kit](http://www.Ready.gov/build-a-kit)

### **Document your possessions**

It's important to have proof of your valuables when filing insurance claims. Go through your home's rooms, drawers and closets and take photos, videos, or write it all down. Store documentation online to verify the existence and value of your belongings.

### **Get Insurance**

Different types of insurance will help alleviate the financial burdens of rebuilding a home or business and replacing possessions. Flood coverage must be purchased separately from property insurance. Talk to your insurance agent for more information.

### **Backup documents online**

In a disaster, you shouldn't lose time gathering critical documents. Send electronic documents (and scanned paper documents) to an online cloud-based storage site or email them to yourself.

- All insurance policies
- Mortgage or rental documents
- Financial statements, account number, tax records
- Birth and marriage certificates
- Immigration or travel documents such as a Permanent Resident Card

### **Protect your pets**

Microchip your pets and keep contact information up to date. This is one of the best ways to ensure that you and your pets are reunited if separated.

### **Always comply with law enforcement and first responders**

Our law enforcement and firefighters have one job above all others to keep you safe. When asked to evacuate, please comply – and do not return home until authorized. If you

are unable to help neighbors who are elderly or infirm, notify responders of their situation and location.

## **Text message instead**

During a disaster, whole mobile networks can be knocked out by increased call volume. Officials encourage text messaging instead of phoning and also posting your location and situation on social media sites such as Facebook.

## **Websites to help you prepare and keep up to date on natural disasters.**

[www.Ready.gov](http://www.Ready.gov) Guide to planning ahead for natural disasters and national emergencies. Department of Homeland Security

[www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) Access to disaster help and resources. FEMA

[www.CDC.gov/disasters](http://www.CDC.gov/disasters) Type of disasters and weather emergencies. Centers for Disease Control and Prevention

[www.CalOES.ca.gov/for-individuals-families](http://www.CalOES.ca.gov/for-individuals-families) Tips, tricks, brochures and videos to help you and your family get prepared. Governor's Office of Emergency Services

**\*Can't get online for information?** Your county will immediately post emergency information on its websites and social media as soon as it comes in. If you are unable to access the internet, contact OES for critical messages.

## **County Offices of Emergency Services**

Colusa County	530-458-0200
Glenn County	530-934-6441
Lake County	707-262-4090
Sacramento County	916-875-6900
Solano County	707-784-1600
Sutter County	530-822-7400
Yuba County	530-749-7520
Yolo County	530-406-4930



# **\*This information provided by Congressman John Garamendi's Public Safety Resources Guide**

## **Local Points of Contact**

Listed below are the names and telephone number of personnel or agencies locally who can address your specific questions, problems or concerns, and long-term points of contact for the follow-up information, care and support.



Air Force Aid Society.....	1-707-424-2486
Airman and Family Readiness Center.....	1-707-424-2486
American Red Cross.....	1-707-423-3647
Chaplain.....	1-707-424-3217
Defense Finance and Accounting Service.....	1-800-321-1080
Delta Dental.....	1-888-838-8737
Veterans Service Office.....	1-800-827-1000
Legal Assistance Officer.....	1-707-424-3251
Mortuary Services (Military Honors) .....	1-707-424-5252
National Service Life Insurance (NSLI).....	1-800-669-8477
Office of Personnel Management (OPM).....	1-888-767-6738
Office of SGLI (VGLI).....	1-800-491-1473
Social Security Administration (local).....	1-800-772-1213
Social Security Nationwide Office.....	1-800-772-1213
Transportation Management Office.....	1-707-424-2411
TRICARE for Life.....	1-866-773-0404
United Health Military & Veterans (TRICARE).....	1-888-874-9378
Veterans Administration.....	1-800-827-1000

\*The above provided by the Travis AFB Casualty Assistance Office.

# Reporting the Death of a Military Retiree or Annuitant

The Defense Finance and Accounting Service (DFAS) has prepared the following information to assist you in reporting the death of a military retiree or annuitant. This information is provided as a general guide.

You may notify using the DFAS website at [www.dfas.mil](http://www.dfas.mil) utilizing the "Forms" tab on the top left side and selecting the "Fast Forms Online" and the form under the "Report a Retiree's Death" by clicking on the "DFAS 9221 Notification of Death." Complete the required fields and then submit. You may also utilize the "askDFAS" and "New Online Form to Report the Death of a Retiree": You can now use our convenient online form to report the death of a retiree at: <https://go.usa.gov/xnzQ9>

- Notify DFAS at 1-800-321-1080. Please have the decedent's Social Security Number (SSN) and the date of death when you call. We ask that you send one photocopy of the death certificate which indicates the cause of death. Please send it to:

## For Retirees

Address:  
Defense Accounting and Finance Service  
US Military Retired Pay  
8899 E 56<sup>th</sup> Street  
Indianapolis, IN 46249-1200

Fax: 1-800-469-6559

## For Annuitants

Address:  
Defense Accounting and Finance  
Service  
U.S. Military Annuitant Pay  
8800 E 556<sup>th</sup> Street  
Indianapolis, In 46249-1200

Fax: 1-800-982-8459

We will take steps to suspend the pay account to prevent any overpayments. If the decedent was a retiree enrolled in the Survivor Benefit Plan and/or the Retired Serviceman's Family Protection Plan (RSFPP), we will take additional steps to initiate pay accounts for eligible survivors.

Designated beneficiaries of retirees should expect a Standard Form 1174 (SF-1174) and, if applicable, SBP/RSFPP-related forms in the mail within seven to ten business days of reporting the death. You may also locate the form on the DFAS Website, specifically at <http://www.dfas.mil/retiredmilitary/forms.html> If you need assistance, please contact us at 1-800-321-1080

- Notify the Social Security Administration (SSA) at 1-800-772-1213
- Notify the Defense Enrollment Eligibility Reporting System (DEERS) at 1-800-538-9552

- If the member was receiving disability compensation or Dependency Indemnity Compensation (DIC), notify the Department of Veterans Affairs (DVA) at 1-800-827-1000, press 1 and then option 6.
- If the member was a civil servant or retired civil servant, notify the Office of Personnel Management (OPM) toll-free at 1-888-767-6738, Option 4
- If the member enrolled in DFA-sponsored Insurance such as National Service Life Insurance (NSLI) or Servicemembers' Group Life Insurance (SGLI), notify them at 1-800-669-8477

The Travis AFB Casualty Assistance Office (CAO) asks everyone to bring the following items with them to their appointment with the CAO:

1. Marriage license
2. DD Form 214
3. Death Certificate
4. Banking Information (Routing and Account Number)

If you live near a military installation, you may be able to receive help with administrative matters from a Casualty Assistance Officer (CAO) or Retired Activities/Affairs Office (RAO). Please note that these services are not available at all military installations.

Below are some additional toll-free numbers you may find helpful, if applicable:

- Armed Forces Benefit Association (AFBA).....1-800-776-2322
- Army and Air Force Mutual Aid Association (AAFMAA).....1-800-522-5221
- Military Benefit Association (MBA).....1-800-336-0100
- Navy Mutual Aid Association (NMAA).....1-800-628-6011
- Officers Benefit Association.....1-800-736-7311
- Uniformed Services Benefit Association.....1-800-368-7021

\*The above information provided by DFAS



# Your Military Service Records

The following is from the National Archives

**[www.archives.gov](http://www.archives.gov)**

## Online Requests Using eVetRecs

Our (National Archives) online eVetRecs system creates a customized order form to request informational from your, or your relative's military personnel records.

You may use this system if you are:

A **military veteran**, or

Next of kin of a **deceased**, former member of the military. The **next of kin** can be any of the following:

- Surviving spouse who has not remarried
- Father
- Mother
- Son
- Daughter
- Sister
- Brother

Note: A written signature by mail or fax is required for online requests.

Visit eVetRecs Help and FAQ to learn more about how to use eVetRecs

## Who Can Request Official Military Personnel Files (OMPF)

Access depends on the discharge date:

**OMPF** Archival record – discharge date of 1956 or prior\*

These records are archival and are open to the public

Any archival OMPF can be ordered online for a copying fee.  
See Access to Military Records by the General Public for more details.

**OMPF** Federal (non-archival) record – discharge date of 1957 or after\*

These records are non-archival and are maintained under the Federal Records Center program. Non-archival records are subject to access restrictions.

The military veteran, or

The next-of-kin (un-remarried widow or widower, son, daughter, father, mother, brother or sister)

**\*Please note:** Records are accessioned into the National Archives, and become archival **62 years after** the service member's separation from the military. This is a rolling date, hence, the current year, 2019, minus 62 years is 1957.

## Required Information

Your request **MUST** contain certain basic information for us to locate your service records. This information includes:

The veteran's complete name used while in service

Service number

Social Security number

Branch of service

Dates of service

Date and place of birth (especially if the service number is not known)

If you suspect your records may have been involved in the 1973 fire, also include:

Place of discharge

Last unit of assignment

Place of entry into the service, if known

All requests **must be signed and dated** by the veteran or next-of-kin

**If you are the next of kin of a deceased veteran,** you must provide proof of death of the veteran such as a copy of the death certificate, letter from funeral home, or published obituary.

## Recommended Information (optional)

While this information is not required, it is extremely helpful to the NPRC staff in understanding and fulfilling your request:

The **purpose or reason** for your request, such as applying for veterans benefits, preparing to retire, or researching your personal military history.

Any **deadlines** related to your request. We will do our best to meet any priorities. For example, you may be applying for a VA-guaranteed Home Loan and need to provide proof of military service for a specific date.

Any other specific information, documents, or records you require from your Official Military Personnel File (OMPF) besides your Report of Separation (DD Form 214)

For additional details on what information may or may not be included, please see the **Special Notice to Veterans and Family Members regarding requests for copies of military personnel and/or medical files.**

## “Emergency” Requests and Deadlines

### “National Disaster” Requests

If you live in the impacted areas (or have temporarily relocated to nearby states) and need priority service to replace a Separation Document (usually DD Form 214 or equivalent), place the word “Natural Disaster” in the “Comments” section of the eVetRecs or in the “Purpose” section of the Standard Form (SF) 180, Request Pertaining to Military Records

Fax your request to our Customer Service Team at: 314-801-097.

NOTE: This fax number is only for special requests, such as Hurricane Harvey or the California Wildfires.

If your request is urgent (for example, upcoming surgery, a funeral, etc.) tell us the nature of the emergency and your deadline in the “Comments” section of eVetRecs or in the “Purpose” section of the Standard Form (SF) 180, Request Pertaining to Military Records

Fax your request to our Customer Service Team at: 314-801-0764

Call our customer service staff at: 314.801.0800 if you have questions or require same day service. *Due to the large number of calls we receive at this number, hold times are often long. However, once you reach a technician, he or she will be happy to assist you with emergency service*

If your burial request involved interment at a Department of Veterans Affairs National Cemetery, contact the National Cemetery Scheduling Office at: 800-535-1117 or visit the National Cemetery Administration website. We work directly with the Veterans Affairs staff to obtain records to verify service for burial benefits. If the veteran is not going to be interred at a National Cemetery, the requester may fax the SF-180 or signature page from eVetRecs (including signature of the next of kin and proof of death) to the Customer Service Team at: 314- 801-0764).



*NOTE: The 1973 at the National Personnel Records Center damaged or destroyed 160 million Army and Air Force records that documented the service history of former military personnel discharged from 1912-1964. Although the information in many of these primary source records was either badly damaged or completely destroyed, often alternate record sources can be used to reconstruct the service of veterans impacted by the fire. Sometimes we are able to reconstruct the service promptly using alternate records that are in our holdings, but other times we must request information from other external agencies for use in records reconstruction. In some instances, therefore, requests that involve reconstruction efforts may take several weeks to a month to complete.*

## Where to send my request

You can mail or fax your **signed** and **dated** request to the National Archives' National Personnel Record Center (NPRC). Most, but not all records, are stored at the NPRC. **Be sure to use the address specified by eVetRecs or the instructions on the SF-180.** Locations of Military Service Records:

**NPRC Fax Number:**  
**314-801-9195**

**NPRC Mailing Address:**  
National Personnel Records Center  
Military Personnel Records  
1 Archives Drive  
St. Louis, MO 63138  
314-801-0800

Please note that requests which are sent by Priority Mail, FedEx, UPS or other "express" services will only arrive at the NPRC sooner. They will not be processed any faster than standard requests. See the section above on emergency requests and deadlines.

## Cost

Generally, there is no charge for basic military personnel and medical record information provided to veterans, next-of-kin and authorized representatives from **Federal (non-archival) records**. If your request involved a service fee, you will be notified as soon as that determination is made.

However, Archival OMPFs are subject to the NARA fee schedule that authorized the Agency to collect fees from the public for copies of archival records (44 USC 2116c and 44 USC 2307).

Online, mailed and faxed archival requests require the purchase of the COMPLETE photocopy of the OMPF:

A routine OMPF of 5 pages or less: \$25.00 flat fee.

A routine OMPF of 6 pages or more: \$70.00 flat fee (most OMPFs fall in this category)

Persons of Exceptional Prominence (PEP) OMPF: \$0.80 cents per page (\$20.00 minimum)

## Response Time

Response time for records requested from the National Personnel Records Center (NPRC) varies and it depends on the complexity of your request, the availability of records, and our workload. Please do not send a follow-up request before 90 days have elapsed, as it may cause further delays.

While the NPRC works actively to respond to each request in a timely fashion, the Center receives approximately 4,000-5,000 requests per day. We are responding to requests for separation documents within 10 days about 92% of the time. However, requests that involve reconstruction efforts due to the 1973 Fire, or older records that require extensive search efforts, may take 6 months or more to complete.

## Checking the Status of Your Request

Once you have allowed sufficient time for us to receive and process your request (about 10 days) you may check the status of your request by using the **Online Status Update Request form**. Please provide the request number if you have one, the name, address, and phone number of the requester, and the veteran's branch of service to aid us to finding your request in our system.

You may also telephone the **NPRC Customer Service Line** (this is a long-distance call for most customers): **314-801-0800**

NOTE: Our peak calling times are weekdays between 10:00 a.m. CST and 3:00 p.m. CST. Staff is available to take your call as early as 7:00 a.m. and as late as 5:00 p.m. CST

## Other Methods to Obtain your Military Service Records

Other potential methods to obtain your records include writing a letter, visiting the NPRC, contacting your state or county, or hiring an independent researcher. See Other Methods to Obtain your Military Service Records for more details.

NOTE: Some companies advertise DD Form 214 research services and will charge a fee for obtaining copies. This is provided as a **free** service by the National Archives and Records Administration.

**Special Note on Contacting by Email:** Requests for military personnel records or information from them **cannot** be accepted by email at this time. The Privacy Act of 1974 (5 U.S.C. 552a) and Department of Defense directives require a written request, signed and dated, to access information from military personnel records. Our email address should only

be used to request general information (hours of operations, procedures and forms) or to submit compliments, complaints or concerns.

NOTE: If you send messages using WebTV or free-email service, you will not receive our response if your mailbox is full. Messages sent to full mailboxes are returned to us as "undeliverable." You may wish to include your mailing address in your message so that we may respond via the U.S. Postal Service.

## **Access to Military Records by the General Public**

Limited information from Official Military Personnel Files is releasable to the general public without the consent of the veteran or next-of-kin. You are considered a member of the general public if you are asking about a veteran who is no relation to you, or a veteran who is a relative but you are not the next-of-kin. Next-of-kin is defined as the un-remarried widow or widower, son or daughter, father or mother, brother or sister of the deceased veteran.

See Access to Military Records by the General Public and Researchers for details on how to request service records.

***The U.S. National Archives and Records Administration  
1-86-NARA-NARA or 1866-272-6272***