



IMCOM-Europe RETIREE BULLETIN



VOLUME IX

December 2011

Produced by Retirement Services Office, HNLFOA
ATTN: IMEU-HRT-RSO, Unit 23103
APO AE 09136-3103

Expires 1 year from the date of publication.

IMCOM-Europe publishes the Retiree Bulletin twice a year (June and December) in accordance with AR 600-8-7. Its purpose is to keep retired Soldiers, spouses, and Families informed of their rights and privileges, to update them on developments in the Army, and to inspire goodwill and a desire to support the Army in the civilian community. You may send inquires or comments about the IMCOM-Europe Retiree Bulletin to the editor of the Retiree Bulletin, IMCOM-Europe, HNLFOA (IMEU-HRT-RSO), Unit 23103, APO AE 09136-3103. You may also get in touch by e-mail: rsoae@eur.army.mil or by calling DSN 314-496-5806 or civilian 0049-(0)6302-67-5806.

- IMCOM-Europe website:

http://www.imcom-europe.army.mil/webs/sites/europe_life/retiree/index.html

Direct all other questions to the retirement services office at your local United States Army garrison. (See page 8 for list.)

Circulation: 7,500

COMMANDER AND EDITORIAL STAFF:

Lieutenant General Mark P. Hertling
Commanding General, USAREUR

Ms. Kathleen Marin
Director, IMCOM-Europe

Mr. Michael L. Malone
IMCOM-Europe Retirement Services Officer/Editor



Dear Retirees, Family Members, and Annuitants:

The IMCOM-Europe Retirement Services Office has moved from Schwetzingen, Germany, to Sembach, Germany, as part of phase I of the Heidelberg garrison closure. (See page 2 for the new address and telephone number).

Hoping everyone had a Merry Christmas and a Happy New Year.

Sincerely,



MIKE MALONE
IMCOM-Europe RSO



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IMCOM-Europe Retiree Bulletins are available at <https://aepubs.army.mil/>.

COLA Increase for 2012

Both DFAS-Cleveland and the Social Security Administration have announced a 3.6 percent (Cost of Living Allowance) COLA increase for 2012. After a couple of years without a COLA increase, this is welcome news for all who retired before 2011. Personnel who retired in 2011 may receive a partial COLA increase depending on the date of retirement.

New IMCOM-Europe Retirement Services Office (RSO) Contact Information

The IMCOM-Europe RSO has moved to Sembach Kaserne, Germany. To contact the RSO, please use the following new telephone numbers and addresses:

Telephone: DSN 496-5806
civilian: 0049-(0)6302-67-5806

APO: HNLFOA
(IMEU-HRT-RSO)
UNIT 23103
APO 09136-3103

Civilian: HNLFOA
(IMEU-HRT-RSO)
Sembach Kaserne
67681 Sembach-Heuberg
Germany

DFAS-Cleveland Representative Visit 2011, After-Action Report

During his visit, the DFAS-Cleveland Representative, Mr. Cifani, assisted more than 400 retirees and annuitants and processed more than 500 transactions affecting everything from State and Federal taxes, direct deposit, arrears beneficiary, and survivor benefit program elections. In all, he recovered more than \$31,200 in back pay and benefits. Mr. Cifani indicated during his travels throughout Europe that a lot of retirees have administrative errors on their records that he could have corrected on the spot if only the retiree would have dropped by his station. He also recommended that retirees who retired before 1995 and have not audited their records since then should do so at the

next opportunity. In 1995, all services retired pay records were consolidated in Cleveland and not all data was transferred correctly. Over the last 4 years, Mr. Cifani has met with more than 1,650 retirees, processed more than 1,800 transitions, and recouped more than \$600,000.

Plan on stopping by the DFAS-Cleveland station the next time the representative is in your garrison. It will take only 5 to 10 minutes to audit your record.

DFAS-Cleveland Representative Visit in October 2012

A representative from DFAS-Cleveland will travel to Europe to help retirees and annuitants with pay issues and provide one-on-one audits of their pay records. Below is the planned schedule:

12 Oct 12: Benelux – SHAPE, Chapel Annex (0900-1300)

13 Oct 12: Heidelberg, Patrick Henry Village Pavilion at the RAD (0900-1500)

15 Oct 12: Bamberg, Warner Barracks, building 2790, 2d floor RSO (0900-1400)

17 Oct 12: Vicenza, Luna Bubble Annex, at the RAD (0800-1200)

19 Oct 12: Grafenwöhr, building 244, at the RAD (0800-1500)

20 Oct 12: Schweinfurt, Conn Barracks, building 40, at the RAD (0800-1300)

22 Oct 12: Ramstein, RSO across from the ID-card section (0900-1200)

23 Oct 12: Wiesbaden, building 1023W, RSO, room 106 (0900-1500)

24 Oct 12: Ansbach, location to be determined

25 Oct 12: Stuttgart, Patch Barracks Swabian Special Events Center (0800-1500)

26 Oct 12: Kaiserslautern, location to be determined

Always check with your local RSO to ensure military priorities did not cause a change in this schedule.

DFAS-Cleveland Mailing Address and Telephone Numbers

The DFAS-Cleveland centralized mail-handling operation addresses and telephone numbers are as follows:

Defense Finance and Accounting Service
U.S. Military Retirement Pay
P.O. Box 7130
London, KY 40742-7130

Telephone: 1-800-321-1080
216-522-5955
Fax: 1-800-469-6559

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131

Telephone: 1-800-321-1080
216-522-5955
Fax: 1-800-982-8459

For Germany only (toll free): 0800-5891634 (dial as it appears here). This number cannot be reached from a DSN telephone.

Ensure the last four digits of your SSN and your signature are on all faxed pages. You may also change your address online through the MyPay website at <http://www.dfas.mil>.

Planned Retiree Appreciations Days (RADs) in October 2012

The following RADs are tentatively scheduled for October 2012:

USAG Benelux: Friday, 12 October 2012, on SHAPE Chapel Annex, from 0900 to 1300 (doors open at 0800 for registration and close at 1200). The following agencies will be represented: DFAS-Cleveland; Federal Benefits Unit, London; and garrison support agencies.

USAG Baden-Württemberg: Saturday, 13 October 2012, at the Patrick Henry Village Pavilion, Heidelberg, from 0900 to 1400 (doors open at 0800 for registration and close at 1300).

Representatives from various agencies will attend to answer questions and provide assistance. This includes DFAS-Cleveland; Federal Benefits Unit, Frankfurt (Social Security Administration and the United States Department of Veterans Affairs); and various garrison support agencies. The agencies will address the following issues: ID cards, the Defense Enrollment Eligibility Reporting System, the Installation Access Control System, legal support, medical and dental services. Due to the planned closure of the Heidelberg garrison, this RAD could be the last one in Heidelberg.

USAG Vicenza: Wednesday, 17 October 2012, in the Luna Bubble Annex, from 0900 to 1200 (doors open at 0800 for registration and close at 1130). Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy information. Representatives from various agencies will be present to answer questions and provide assistance, including the Chaplain's Office, Customs, Red Cross, Army Community Service, ID-card Office, Passport Office, Installation Access Control System, Legal Office, local associations, AAFES, and Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and Federal Benefits Unit, Rome.

USAG Grafenwöhr: Friday, 19 October 2012, in building 244, main post from 0900 to 1500 (doors open at 0800 for registration). Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy services. Dental services will provide retirees with oral hygiene information and screening appointments. Representatives from the following services will attend: Chaplain's Office, Customs, Red Cross, Army Community Service, ID-card Office, Passport Office, Installation Access Control System, National Archives and Records Administration, Legal Office, local associations, AAFES, and Service Credit Union. Representatives of the following outside agencies will attend: Federal Benefits Unit, Frankfurt (for

social security and VA information) and DFAS-Cleveland.

USAG Schweinfurt: Saturday, 22 October 2012, at building 40, Conn Barracks, from 0900 to 1300 (doors open at 0800 for registration and close at 1200). Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy information. Dental services will provide oral hygiene information and cleaning or screening appointments. Representatives from the following services will attend: Chaplain's Office, Customs, Red Cross, Army Community Service, ID-card Office, Passport Office, Installation Access Control System, National Archives and Records Administration, Legal Office, local associations, AAFES, and Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the Federal Benefits Unit, Frankfurt (for social security and VA information).

USAG Ansbach: The RAD is tentatively scheduled for 24 October 2012 at a location to be determined. Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy information. Representatives from the following services will attend: Chaplain's Office, Customs, Red Cross, Army Community Service, ID-card Office, Passport Office, Installation Access Control System, National Archives and Records Administration, Legal Office, local associations, AAFES, and Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the Federal Benefits Unit, Frankfurt (for social security and VA information).

USAG Stuttgart: Thursday, 25 October 2011, at Patch Barracks Swabian Special Events Center (subject to change) from 0800 to 1500. Medical services will include flu shots and other vaccinations, diet counseling, eye exams, medical screening, blood-pressure screening, blood-sugar testing, and pharmacy information. Ophthalmology services may be offered

(depending on personnel availability). Dental services will only provide retirees with oral hygiene information and exams. Representatives from the following services will attend: Chaplain's Office, Customs, Red Cross, Army Community Service, ID-card Office, Passport Office, Installation Access Control System, National Archives and Records Administration, Legal Office, local associations, AAFES, and Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the Federal Benefits Unit, Frankfurt (for social security and VA information).

Federal Benefits Units (FBUs) in Europe

FBUs **will not assist** retirees and annuitants **with military retired pay** issues. For assistance with these issues, please refer to the last page of the bulletin to find an RSO to assist you with issues involving DFAS-Cleveland. You may also contact DFAS-Cleveland directly using the telephone numbers on page 3.

The State Department is in the process of transforming services provided by embassies and consulates in Europe, the Middle East, and Africa. This transformation has resulted in the following changes:

FBU Services for Personnel Living in Belgium and Luxembourg

The FBU at the United States Embassy London, United Kingdom, is now responsible for providing assistance to retirees and annuitants living in Belgium and Luxembourg. The service includes help with federal benefits, social security issues, Medicare, veterans affairs, Office of Personnel Management issues, and Railroad Retirement.

Many common questions are answered at the Frequently Asked Questions section of the London FBU website at http://london.usembassy.gov/cons_new/acs/fbu/index.html.

This website also provides an online form to ask additional questions and to report changes. The following is the contact information for the FBU, London:

Mailing Address: U.S. Embassy
Federal Benefits Unit
24 Grosvenor Square
London, W1A 2LQ
United Kingdom

Visiting Address: 24 Grosvenor Square
London, W1A 1AE
United Kingdom

Telephone: 0044-20-7499-9000 (This number will be answered Monday through Friday, 0830 through 1300, GMT.)

E-mail: fbu.london@ssa.gov

Visits are possible only by appointment.

FBU Services for Personnel Living in the Netherlands

The FBU at the United States Embassy Dublin, Republic of Ireland, is now responsible for providing services to residents of the Netherlands. Clients should ensure to first read the FBU Frequently Asked Questions before contacting the FBU Dublin. The following is the contact information for the FBU Dublin:

Address: U.S. Embassy
Federal Benefits Unit
U.S. Embassy
42 Elgin Road
Ballsbridge, Dublin 4
Ireland

Telephone: 00-353-1-668-8777-2112 (This number will be answered Monday through Friday, 0830 through 1230, GMT.)

Fax: 00-353-1-668-7245

E-mail: fbu.dublin@ssa.gov

The FBU Dublin is open for general inquiries from 0830 through 1130, GMT, (Monday, Tuesday, Thursday, and Friday, except on American and Irish Holidays). Afternoon inquiries require an appointment.

Customers are encouraged to call for assistance. On receipt of your call, a member of the staff will take your telephone number and call you back to complete the business.

FBU Services for Personnel Living in Switzerland and Liechtenstein

The FBU at the U.S. Consulate General in Frankfurt, Germany, and the U.S. Embassy in Paris, France, are now responsible for providing the full range of benefit services to residents of Switzerland and Liechtenstein.

Clients may select the business language in which they wish to have their Federal Benefit issues addressed as follows:

For assistance in English and German, please contact the FBU in Germany:

Address: American Consulate General
Federal Benefits Unit
Giessener Strasse 30
60435 Frankfurt/Main
Germany

Telephone: 0049-(0)69-90-555-1100

Fax: 0049-(0)69-749-352

E-mail: fbu.frankfurt@ssa.gov

The FBU, Frankfurt, is open to the public Monday through Friday, 0800 through 1100, except on German and American Holidays and the last Thursday of the month. Visits require an appointment.

Please visit the consulate website at http://germany.usembassy.gov/acs/federal_benefits/.

For assistance in French and Italian, please contact the FBU in France:

Address: U.S. Embassy
Federal Benefits Unit
4 avenue Gabriel
F-75382 Paris Cedex 08
France

Telephone: 0033-1-43-12-27-05

Fax: 0033-1-43-12-26-23

e-mail: fbu.paris@ssa.gov

Please visit the embassy website at http://france.usembassy.gov/federal_benefits.html.

Mailing Drugs to an APO Address

According to AE Regulation 550-175, it is unlawful to import medication, vitamins, or supplements to Germany through the postal system. Violations are subject to customs penalties and disciplinary action.

SOS Federal Benefits Coordinator Contact Numbers

The Benefits Coordinator is Ms. Jodi Motszko, Campbell Barracks, Heidelberg, Germany, DSN 370-9090 or civilian 0049-(0)6221-57-9090.

United States Army in Europe Continues Transformation

USAREUR announced two separate actions that will reduce the Army in Europe by 60 military positions, 619 local national, and 389 DA civilian positions. In the first action, DOD has directed U. S. Army garrisons (USAGs) in Belgium, Germany, and the Netherlands to restructure or, in some cases, inactivate to realign and right-size essential services provided to changing community populations. This action will result in the reduction of 25 military, 401 local national, and 205 DA civilian positions. In addition, this announcement includes a reduction of 35 military and an increase of 30 DA civilian positions associated with an inactivation and activation of the units in Italy. The following U.S. Army garrisons will inactivate and be fully incorporated as satellite sites into their parent garrison: USAG Garmisch, Germany, will be incorporated into USAG Grafenwöhr. USAG Brussels, Belgium, and USAG Schinnen, the Netherlands, will be incorporated into USAG Benelux. The following U.S. Army garrisons in Germany will restructure to right-size support: USAG Ansbach,

USAG Bamberg, USAG Grafenwöhr, USAG Hohenfels, USAG Schweinfurt, and USAG Wiesbaden. USAG Benelux in Belgium will also reorganize.

In the second round of actions, DA has directed a worldwide reduction of headquarters staffs. Consequently, USAREUR will reduce 432 civilian positions on its headquarters staff and on the headquarters staffs of the 21st Theater Sustainment Command (21st TSC) and the Seventh United States Army Joint Multinational Training Command (JMTC). In all, this action will eliminate 218 local national and 214 DA civilian positions.

Managers at the headquarters of USAREUR, 21st TSC, and JMTC were given the flexibility to look at their operations and assess for themselves which positions could be eliminated without threatening the mission. None of these positions will be reestablished as contractor positions or otherwise reinstated.

Army in Europe leaders understand that reductions in civilian manpower are difficult and are fully aware of the potential professional and personal effects that reductions can have on the workforce.

For more detailed information, go to the USAREUR website at <http://www.eur.army.mil/default.asp>, click on *Newsroom*, scroll down to *News Releases* and click on the story.

Does TRICARE Cover Long-Term Health Care?

TRICARE does not have a long-term health benefit. You may need to look at purchasing long-term care insurance coverage for assistance with long-term care costs. TRICARE, like Medicare, is designed to cover medical care for illnesses or injuries, such as cancer, a broken arm, or a stroke. It will not pay for long-term assistance with activities of daily living, such as dressing, eating, or using the bathroom. For information on long-term care coverage, contact commercial companies that provide long-term care benefits. The Office of Personnel Management provides long-term care coverage

through the Federal Long Term Care Insurance Program (FLTCIP). Many TRICARE beneficiaries may be eligible to participate in the FLTCIP. For more information, call 001-800-582-3337.

TRICARE Claims Must Be Filed Within 1 Year

The TRICARE claims center must receive all bills and claims no later than 12 months after the first day you receive care. TRICARE must receive claims for inpatient services no later than 12 months after the day you leave the hospital. File claims by completing DD Form 2642 (TRICARE DOD/Champus Claim, Patient's Request for Medical Payment).

Remember! TRICARE may not cover all host-nation services offered. You should always check with your local TRICARE office for guidance on services offered versus services covered before accepting them.

Who is Your Arrears Beneficiary?

Who have you designated as your arrears beneficiary for your last month of retirement pay? Since we have no way of knowing how long we will live, we need to ensure that the information DFAS has concerning our arrears beneficiary remains current.

Once a retiree dies, DFAS-Cleveland will recoup the last check either from the bank or the spouse. DFAS will audit and then close the retiree's DFAS retired pay account. If the retiree did not identify a beneficiary for the last retirement pay, DFAS cannot return the remaining monies. Furthermore, DFAS-Cleveland cannot start the annuitant payments of the Survivor Benefit Plan until the retiree's retired pay account is closed. Therefore, contact your local RSO about completing DD Form 2894 (Designation of Beneficiary Information).

MyPay Correspondence Mailing Address

If you are a retiree, work for the Government as a civilian, and use MyPay, remember that changing your address on the civilian side of the MyPay screen will not automatically change your retiree mailing address. You must also change the information on the retiree side. In addition, when changing an address in MyPay, remember APO and FPO addresses are not foreign addresses. Enter APO or FPO addresses in the continental United States portion. Many APO and FPO addresses entered in DFAS include information that causes postal problems. Include only the information provided by postal personnel in your APO or FPO address. Due to postal transformation, many formerly correct addresses in MyPay are now incorrect. In Europe, there are currently approximately 500 undeliverable MyPay APO and FPO addresses due to incorrect address information. This can delay or even stop delivery of your correspondence. Remember the MyPay mailing address is your official Army mailing address. Take the time to ensure it is correct.

Retiree Bulletin by E-Mail

If you wish to receive the Retiree Bulletin by e-mail, request addition to the distribution list at <https://aepubs.army.mil/>. Click on *Retiree*, enter the information requested in the pop-up window, and click on *Submit*. This is a one-time registration. Once you subscribe, we will send all future Retiree Bulletins to you automatically by e-mail. If you change your e-mail address, you must register again.

Looking for an RSO?

If you live outside Belgium, Germany, Italy, or the Netherlands, contact the IMCOM-Europe RSO at DSN 496-5806 or civilian 0049-(0) 6302-67-5806. Otherwise see the list on page 8.

**IMCOM-Europe
Retirement Services Offices**

GERMANY

Ansbach

USAG Ansbach
Unit 28614
APO AE 09177-8614
Tel. 0049-(0)981-183-3301
RSOansbach@eur.army.mil

Grafenwöhr

USAG Grafenwöhr
Unit 28130
APO AE 09114-8130
Tel. 0049(0)-9641-83-8539
imae-graf.rso@eur.army.mil

Schweinfurt

USAG Schweinfurt
CMR 457
APO AE 09033
Tel. 0049-(0)9721-96-8812
rso.schweinfurt@eur.army.mil

Bamberg

USAG Bamberg
Unit 27535
APO AE 09139-7535
Tel. 0049-(0)951-300-7514
RSObamberg@eur.army.mil

Heidelberg

USAG Baden-Württemberg
Unit 29245
APO AE 09102-9245
Tel. 0049-(0)6221-57-8399
RSOHD@eur.army.mil

Stuttgart

USAG Stuttgart
Unit 30401
APO AE 09107-0401
Tel. 0049-(0)7031-15-2599
usag-s.rsc@eur.army.mil

Baumholder

USAG Baumholder
Unit 23746
APO AE 09034-3746
Tel. 0049-(0)6783-6-6080
rsobaumholder@eur.army.mil

Kaiserslautern

USAG Kaiserslautern
Unit 23152
APO AE 09227-3152
Tel. 0049-(0)631-411-8838
rsokl@eur.army.mil

Wiesbaden

USAG Wiesbaden
Unit 29623
APO AE 09096-9623
Tel. 0049-(0)611-705-7668
rsowiesbaden@eur.army.mil

BELGIUM

USAG Benelux
US NATO/SHAPE SUPT GP
CMR 451
APO AE 09708
Tel. 0032-65-44-6238
rso.usagbenelux@eur.army.mil

THE NETHERLANDS

USAG Schinnen
Unit 21602
APO AE 09703-1602
Tel. 0031-46-443-7320
rso.schinnen@eur.army.mil

ITALY/AFRICA/MIDDLE EAST

USAG Vicenza
Unit 31401
APO AE 09630-1401
Tel. 0039-0444-71-7262
rsovicenza@eur.army.mil

IMCOM-EUROPE

IMCOM-Europe RSO
(IMEU-HRT-RSO)
Unit 23103
APO AE 09136-9997
Tel. 0049-(0)6302-67-5806
rsoae@eur.army.mil

If you are calling from outside of Germany, the country code is 0049. Do not enter the (0) prefix [example: Frankfurt (0)69].

NOTE: Offices are open during normal duty hours only.

To report a retiree death, call the USAREUR Casualty Operations Branch at 0049-(0)6221-57-4370 or 4369 (open 24 hours a day).