

Issue 1-23
FALL 2023



U.S. ARMY AVIATION CENTER OF EXCELLENCE
FORT NOVOSEL, ALABAMA
“Our Mission is Warfighting!”



RETIREMENT SERVICES NEWSLETTER

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27 OCTOBER 2023

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MILITARY.COM

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Retiree Council Co-Chairman's Column — CSM(R) Mike Sutterfield

On behalf of the US Army Aviation Center Command team and the Fort Novosel (formerly Fort Rucker) Garrison Command team, the Co-Chair of the Retiree Council, COL(R) Paul English and your Fort Novosel Retiree Council, I welcome you to the 2023 iteration of the Retiree Services Newsletter. We are currently planning this year's Retiree Appreciation Day (RAD) for Friday, 27 October at Yano Hall and look forward to seeing everyone there. A lot of things have changed this year in the world of retirees, or as the Chief of Staff of the Army, General McConville coined us this year, “the Army's Fourth Component”.

The RAD is the perfect place to get personal updates focused on the retired military community's needs and services on items such as MHS Genesis, new pharmacy procedures, virtual health capabilities and health and wellness screenings. The Lyster Army Health Clinic Team is diligently working to ensure that this year's flu vaccines are available. Several agencies from across Fort Novosel and the surrounding communities will be in attendance, providing information and assistance for the total retiree community.

The RAD will be held in Building 6005 (Yano Hall), a large hangar/training facility located on Andrews Ave., between the Army Aviation Museum and the Fort Novosel vehicle resale lot (lemon lot) and starts at 0800. The retiree community, and our families, are a vital part of the military community, as attested by the Chief's statement of the fourth component. As such, we have coordinated for the Director, Army Retirement Services, Mark Overberg, to speak at the “can't miss” RAD luncheon to be held at The Landing. Tickets must be purchased ahead of time and can be picked up at the registration table in Yano Hall the morning of the RAD. Details for purchasing tickets are provided later in this newsletter.

COL English and I would like to commend all the members of your Retiree Council for their hard work and dedication through the past few years as well as navigating through the unprecedented changes in systems this past year. We welcome new volunteers to the council, as well. Your council meets every first Thursday of the month at 1130 at The Landing, except for January and July. Visitors are not only welcome but encouraged. Please contact me, the Council Co-Chair, or the Fort Novosel RSO, Mr. Chris Moore, for more information about joining the council. We look forward to seeing everyone at the 2023 RAD. CSM(R) Mike Sutterfield



Once a Soldier, Always a Soldier...a Soldier for Life!



49th ANNUAL FORT NOVOSEL RETIREE APPRECIATION DAY, 27 OCTOBER 2023

The Fort Novosel Commanding General, Retiree Council, and Retirement Services Office invite you to the 49th Annual Retiree Appreciation Day. Use the following information to schedule your itinerary before mailing the pre-registration form.

RETIREMENT SERVICES OFFICER'S MESSAGE

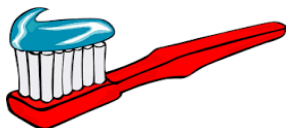
Greetings from sunny, and as I type, warm south Alabama! Let me start off by thanking you for your service. As mentioned previously, we are actively planning for your visit to this year's annual Retiree Appreciation Day (RAD), which will be held Friday, 27 October 2023. Details are in the next column.

The biggest installation news was it's 10 April 2023, renaming to Fort Novosel, named in honor of CW4(R) Michael J. Novosel Sr., a Medal of Honor recipient who fought in WWII, Korea, and Vietnam. The renaming was based on the congressionally mandated Naming Commission's recommendation. Another change is with our new garrison commander, COL John P. Miller, who accepted the responsibility from Mr. Vincent E. Grewatz, Director, U.S. Army Installation Management Command-Training, in a 22 June 2023 change of command ceremony.

"The more things change, the more things stay the same," is an old, but true saying. If you find something changed, is confusing, or just not clear, reach out and I will assist, if I can. Call my office at 334-255-9124 or 800-240-9373, if you happened to get my answering machine please leave a message and a contact number so I can return your call or email me at usarmy.Novosel.rso@army.mil and I will get in touch with you. Travel safely and when you see me, please say "Hello." **Chris Moore, RSO**

FEDVIP: YOUR DENTAL AND VISION OPTIONS

FEDVIP, the Federal Employees Dental and Vision Insurance Program, is a voluntary, enrollee-pay-all dental and vision program offering a choice from multiple dental and vision carriers. Some plans offer both high and standard deductible coverages. In general, retired uniformed service members, their families, and survivors are eligible for FEDVIP dental coverage and, if enrolled in a TRICARE health plan, FEDVIP vision coverage. You can view and compare information about available options online at www.benefeds.com. Visit it to find out which plan is right for you and your family. Make sure you enroll with FEDVIP during the 2024 Federal Benefits Open Season, 13 November to 11 December 2023.



HEALTH & INFORMATION FAIR (8:00 a.m. to 12:00 pm) – Held in Yano Hall, Building 6005, on Andrews Avenue near the Aviation Museum, from 8:00 a.m. until noon and hosted by the Commander, Lyster Army Health Clinic.

COMMAND GROUP – RETIREE LUNCHEON (12:00 p.m.) – Held at The Landing. Opening remarks and lunch will begin at 12:00 p.m. and will precede the guest speaker's presentation. Lunch is available **only to those who have registered and paid in advance**. Come socialize and be sure to get a ticket for the door prizes!

*Menu: Authentic-style Schnitzel w/Jaeger Gravy, German Potato Salad, Green Beans, Rolls w/Butter, Apple Pie, Coffee, and Tea. **COST IS \$16.00 PER PERSON AND MUST BE PAID IN ADVANCE.*** A registration form to reserve your meal is in this newsletter.

RAD GENERAL SESSION (approx. 12:30 p.m., immediately following lunch) – Presentation by Mr. Mark Overberg, Director, Army Retirement Services, Office of the Deputy Chief of Staff, G-1.

RETIREMENT CEREMONY (2:00 p.m.) – The Quarterly Retirement Ceremony will be held at 2:00 p.m. in the Aviation Museum (located at the corner of Andrews Ave and Novosel St). There will be reserved seating for Retirees and their guests.

DIGITAL GARRISON APP: Want information about something or some place on Fort Novosel? If so, march over to the Google Play or Apple App Store and download the Digital Garrison application.



OBTAIN OR RENEW YOUR ID CARDS – Friendly reminder! The ID Card section is now in Room 130 of the Soldier Service Center, Building 5700. Operating hours remain M-F from 7:30 a.m. to 3:30 p.m., they are closed the second Thursday of each month from 1300-1600. For information, call 334-255-2182. Appointments have priority, but they do accept walk-ins based upon availability of manpower. Cards can be renewed up to 90 days prior to expiration date. Appointments can be made up to 30 days out via the internet at <https://idco.dmdc.osd.mil/idco/> enter 36362 as the zip code for Fort Novosel. You may search your home zip code at that same website. You may find there is a site closer to you than Fort Novosel!

Why does my USID card say "Verify Eligibility" under Medical? Medical care providers should be electronically verifying eligibility for benefits through the Defense Enrollment Eligibility Reporting System (DEERS). "Verify Eligibility" is printed on the back of NextGen USID cards in response to changes to TRICARE that make it extremely difficult to accurately display a cardholder's medical benefits on the back of the card, such as requiring enrollment within 90 days of a qualifying life event, establishment of an annual open enrollment window, and defaulting to Medical Treatment Facility care only if a TRICARE option was not selected. Medical providers verifying eligibility ensures the appropriate medical benefits are provided to the appropriate populations.

DEERS RESPONSIBILITY - Sponsors must ensure their DEERS records are up to date. Information for automatically shared among organizations. Events such as birth, death, divorce, etc., affect benefit eligibility so a failure to update DEERS could result in the sponsor being held responsible for claims filed on unauthorized family members.

QR Codes: What do they mean?

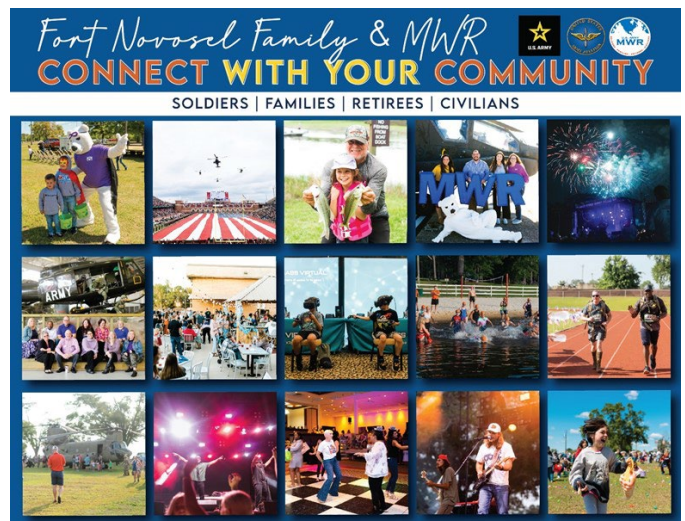
QR codes are **designed to be scanned using a camera**. They work similarly to barcodes at the supermarket. Each QR code consists of black squares and dots which represent different pieces of information. When scanned, the unique pattern on the barcode translates into human-readable data.



How to scan a QR code on your phone or tablet

1. Open your Camera.
2. Point the camera at the QR code.
3. The QR code will be read automatically. Tap

on the pop-up message to go directly to the QR code information.



FORT NOVOSEL FAMILY & MWR (334) 255-2100

For your **MWR Facility** and **Program information** please visit our website link <https://Novosel.armymwr.com/>

or **Scan the QR Code** below:



WELCOME GUIDE / PROGRAM & FACILITY INFO:

For a copy of our **2023 Welcome Guide** which includes contact information, hours of operation and descriptions of each facility, program and what they have to offer, please visit our link <https://novosel.armymwr.com/happenings/welcome-guide-2023>

or **Scan the QR Code** below:



SOCIAL MEDIA / FACEBOOK:

Stay informed, and up to date by visiting us on **Facebook – Fort Novosel MWR**. Follow our page and get up to date information on events, programs, community information, and any changes that might be important to know. Please visit our **Facebook Link**

<https://www.facebook.com/ftnovoselmwr/>

or **Scan the QR Code** below:



DEFENSE FINANCE AND ACCOUNTING SERVICE MAILING ADDRESSES

Want to contact DFAS by mail? The addresses at DFAS are:

ARMY COMMUNITY SERVICE (ACS)

ACS provides a wide range of information and services for Soldiers and Family Members, Retirees, and Survivors including Financial Readiness, AER, Army Volunteer Corps, Employment Readiness, Family Advocacy Program, Information and Referral, Relocation Readiness Program, and Survivor Outreach Services.

The **ARMY FAMILY WEB PORTAL (AFWP)** is a centralized, online hub/website used to find resources related to ACS, and access supporting systems. To access the ACS AFWP website please copy link <https://www.armyfamilywebportal.com/>

or **Scan the QR Code** below:



www.dfas.mil/dfas/AskDFAS/ offers a method of contacting DFAS electronically to obtain support or provide information and feedback to DFAS without having to navigate a telephone-based system.

DFAS RECOUPS A RETIREE'S FINAL PAY AT DEATH?

Often, surviving spouses are surprised to learn that upon notification of death, DFAS collects the Retiree's final pay. Arrears of pay (unclaimed compensation) must be requested by the beneficiary. To claim this final pay, a Standard Form 1174 must be submitted after the Retiree's death. The claim is submitted after the certificate of death is issued. The form can be downloaded via DFAS' website www.dfas.mil or by calling 1-800-321-1080 when needed. If the application is not filed along with a death certificate, the arrears of pay is not returned to the surviving spouse/Retiree's estate.

For **Retirees**:

Defense Finance and Accounting Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis IN 46249-1200

For **Annuitants**:

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
8899 E 56th Street
Indianapolis IN 46249-1300

PROOF OF RETIREMENT INCOME - Your Retiree Account Statement (RAS) is a DFAS annual leave and earnings statement containing information on pay and deductions. You will find your latest RAS on myPay at mypay.dfas.mil/mypay.aspx. If your lender asks for a pay verification letter, you can access a generic "Pay Verification Letter" online. If you need a hard copy of your RAS and/or a verification letter and cannot log on to myPay, call DFAS' Cleveland Customer Care Center at 1-800-321-1080.

UPDATING ADDRESS AND BENEFICIARIES

Want to ensure proper receipt of tax documents, your RAS, and the latest Retiree information with the *Echoes*? Keep your mailing address current by calling DFAS toll free at 1-800-321-1080.



LEGAL ASSISTANCE OFFICE

Remember, we offer *free on-the-spot notarizations at the Health and Information Fair*. Retirees and their Families are entitled to FREE legal assistance from a licensed attorney. The Legal Assistance Office can provide assistance with powers of attorney, notarizations, wills, property issues, income tax preparation, debt collection, landlord/tenant, and much more! Notarizations and powers of attorney are done on a walk-in basis; all other consultations require an appointment. Contact their office at 334-255-3482. Their office is located in Suite 320, Soldier Service Center. Their hours are M, T, W, and F, 0830-1630, and Th 1200-1630 or go to www.facebook.com/NovoseLLO to find them on Facebook.

THE NATIONAL PERSONNEL RECORDS CENTER (NPRC) ONLINE RECORDS REQUEST

The NPRC website is available for Veterans to request copies of their DD Form 214. You can access it or other health and personnel documents at www.archives.gov/veterans. Veterans and next-of-kin of deceased former military members may use the online system to request documents for insurance, education, and/or employment purposes. Although the NPRC resumed normal operations on March 7, 2022, they continue to work on reducing a backlog of requests. Response times for receipt of your request will vary.



THE POST EXCHANGE

The Exchange hosted a grand reopening after renovations to practically the entire building that houses the main store, food court, various vendor shops and the Four Seasons. As an entity operating almost exclusively through funds generated from sales, the Exchange contributes to military MWR and service programs. Much Exchange earnings remain local, and some are used to build new stores and renovate existing facilities. For information on local events and special sales here, contact 334-503-9044, x211.

CASUALTY REPORTING PROCEDURES

Retiree deaths should be reported as soon as possible to DFAS at 1-800-321-1080. Be prepared to provide the Retiree's name, social security number, date of death, and contact information for the designated beneficiary/next-of-kin. Fort Novosel provides an Honors Team for deceased U.S. Army active-duty Soldiers, Retirees, POWs, honorably discharged veterans, and Medal of Honor recipients for most of Alabama and the Florida panhandle. Funeral honors should be requested Monday-Friday by the funeral director by calling the Fort Novosel Casualty Office at 334-255-9081 or 1-800-661-1407 not less than 24 hours prior to the funeral. For honors in Mississippi contact the Fort Johnson, LA Casualty Office at 1-888-474-0377. Verification, i.e., DD Form 214 or similar discharge document, must be provided showing honorable service.

COMMONLY REFERENCED NUMBERS

Fort Novosel Retirement Services	334-255-9124
Fort Novosel Casualty Office	334-255-9081
Fort Novosel ID Card Section	334-255-2182
Dept. of Veterans Affairs	800-827-1000
DFAS-Cleveland	800-321-1080
DFAS-Cleveland (Fax #)	800-469-6559
TSGLI	800-237-1336
SGLI/VGLI	800-419-1473
Social Security Administration	800-772-1213
Office of Personnel Management (for Civil Service Retirement)	888-767-6738

LYSTER ARMY HEALT CLINIC (LAHC)

Pharmacy Patient Phone: 334-255-7953

<https://lyster.tricare.mil/Health-Services/Pharmacy>

Main Outpatient Pharmacy Kiosk Hours

Monday – Friday, 7:30 a.m. – 3:00 p.m.

3rd Wednesday, 7:30 a.m. – 11:00 a.m.

Self-Care Over the Counter Medications

Limit 4 items per patient per month. Visit Main Outpatient Pharmacy, pull a ticket and wait for same day service.

Walk-In Service for New Prescriptions

You have the option of pulling a ticket and waiting for your prescription to be filled same day. Or you can use our new **Q-Anywhere** system where you'll be notified by text when your prescription is ready for pick up.

Q-Anywhere

With Q-Anywhere, you can activate your new prescription submitted electronically by your provider within the last 4 weeks with a simple text message from your phone. You'll need the patient's 10-digit DoD ID number to get started. Q-Anywhere is available during normal business hours with activation request time cutoff of 3:00 p.m. If you send a message after 3:00 p.m., you will need to restart the process during normal business hours: Monday – Friday, 7:30 a.m. - 3:00 p.m. Excluding holidays & training days.

MHS Genesis at LAHC

The Military Health System's new Electronic Health Record MHS GENESIS is here. MHS GENESIS Patient Portal has replaced TRICARE Online at this facility. Visit <https://my.mhsgenesis.health.mil>

RETIRED SOLDIER HANDBOOK by DA-RSO

Prepared by the Army Retirement Services Office, the Retired Soldier Handbook is a 14-chapter wealth of information that addresses many programs of interest to the Retiree in a single source. It covers topics from records, to pay to burial. Access it by just clicking on the Retired Soldier Handbook thumbnail at <https://soldierforlife.army.mil/Retirement/post-retirement>. The handbook is updated annually so bookmark the website and refer to it often.

2023 ARMY RETIREE APPRECIATION DAYS

Before traveling long distances to attend an event, please call the contact phone number for the event to ensure it will be held as scheduled.

Date	Location	Contact
19-20 Oct	Redstone Arsenal, AL	256-842-2719
21 Oct	Fort Johnson, LA	337-531-0363
27 Oct	Fort Novosel, AL	334-255-9124
3 Nov	Fort Moore, GA	706-545-1805

Information at Your Fingertips on the Web

Army Retirement Services

www.soldierforlife.army.mil/

DFAS-Cleveland (Retired Pay & Annuitant Pay)

www.dfas.mil

Combat Related Special Compensation (CRSC)

[https://www.hrc.army.mil/content/CRSC%20\(Combat-Related%20Special%20Compensation\)](https://www.hrc.army.mil/content/CRSC%20(Combat-Related%20Special%20Compensation))

U.S. Army (Main Page)

www.army.mil

Veterans Administration

www.va.gov

Burial & Memorial Benefits

www.cem.va.gov

DOD Military Health Care System (TRICARE)

www.tricare.mil

Express Scripts (Mail Order Pharmacy)

www.express-scripts.com

Federal Long Term Care Insurance

www.ltcfeds.com

Federal Employees Dental and Vision Insurance Program (FEDVIP)

www.benefeds.com

Medicare

www.medicare.gov

FORT NOVOSEL RETIREMENT SERVICES OFFICE WEBSITE - The Installation's Retirement Services Office website can be found at <https://home.army.mil/Novosel/index.php/retirees>.

Social Security

www.ssa.gov

Army & Air Force Exchange Service

www.aafes.com

RAPIDS Site Locator (DEERS Enrollment & ID Card Facilities)

<https://idco.dmdc.osd.mil/idco/>

Military OneSource

www.militaryonesource.mil

Military Personnel Records Request

www.archives.gov/veterans/military-service-records/

US Army Transition Assistance Program

www.armytap.army.mil (formerly ACAP/SFL-TAP)

Military Living Publications

(Includes Space-A Travel Information)

www.militaryliving.com

U.S. Army Human Resource Command (HRC)

www.hrc.army.mil

Air Force Afterburner

www.retirees.af.mil/Library/Afterburner/

Coast Guard Evening Colors

www.uscg.mil/ppc/retnews/

Click on "Retiree & Annuitant Services" arrow and scroll down to "The Retirees' Newsletter"

Marine Corps Semper Fi

https://www.manpower.usmc.mil/webcenter/portal/MMSR_RS/pages_semperefidelisnewsletter

Navy Shift Colors

<https://www.mynavyhr.navy.mil/Media-Center/Publications/Shift-Colors/>





2023 FORT NOVOSEL RETIREE APPRECIATION DAY REGISTRATION FORM



(Complete and return with check/charge card information to the address below.)

Please return application by 20 October 2023. Make checks payable to **MWRF** or print credit card info below.

Mail to **Commander, USAACE, Attn: Retirement Services, 2218 6th Avenue, Fort Novosel, AL 36362-5105.**

Do not send cash! We must have reservations for meals. **NO TICKETS WILL BE SOLD AT THE DOOR.**

NAME (LAST, FIRST, MI) _____ RANK _____

MAILING ADDRESS (P.O. BOX OR STREET, CITY, STATE, ZIP CODE)

STATUS: RETIREE SPOUSE WIDOW(ER)

SERVICE: ARMY AIR FORCE NAVY MARINE COAST GUARD

NAME of PERSON(S) ATTENDING WITH ME: _____

I/WE WILL BE ATTENDING THE FOLLOWING ACTIVITIES (Check all that apply):

Health Fair Command Group Luncheon General Session Retirement Ceremony

RESERVATIONS: Please place my meal reservation for the number of meals indicated:

Persons: _____ Friday Luncheon @ \$16.00 per person TOTAL COST OF MEALS \$ _____
(Make checks payable to: MWRF or provide credit card info below.)

IF PAYING BY CREDIT CARD, ENTER THE FOLLOWING INFO (Circle Type of Card and Please Print):

VISA MASTER CARD AMERICAN EXPRESS Card Number: _____

Expiration Date: _____ Name (as it appears on the card): _____

AUTHORIZED SIGNATURE: _____

(CHECKS AND CARD CHARGES WILL NOT POST UNTIL AFTER THE EVENT CONCLUDES.)