

Issue 1-22
FALL 2022



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



Special Points
of Interest:

**FORT RUCKER RETIREE
COUNCIL CO-CHAIRMAN'S
COMMENTS**

**48TH ANNUAL RETIREE
APPRECIATION DAY —
28 OCTOBER 2022**

REGISTRATION FORM

**COMMAND GROUP —
RETIREE LUNCHEON**

**RETIREE APPRECIATION
DAY GENERAL SESSION**

RETIREE HEALTH FAIR

**COMMANDING GENERAL'S
RETIREMENT CEREMONY**

MILITARY.COM

FMWR ACTIVITIES

**NATIONAL PERSONNEL
RECORDS CENTER VIA THE
INTERNET**

**CASUALTY REPORTING
PROCEDURES**

**DEERS UPDATE
RESPONSIBILITY**

ID CARD INFORMATION

**TRICARE HEALTH AND
DENTAL CONTACT INFO**

**RETIREMENT SERVICES
OFFICE WEBSITE**

**“FIND IT ON THE WEB”
INFORMATION AT YOUR
FINGERTIPS**

RETIREMENT SERVICES NEWSLETTER

Retiree Council Co-Chairman's Column — COL(R) Paul L. English, Jr.

On behalf of my Co-Chair, CSM(R) Mike Sutterfield, and your Ft. Rucker Retiree Council, I welcome you to the 2022 iteration of the Retirement Services Newsletter. We are very pleased to announce that this year Ft. Rucker will once again host a traditional Retiree Appreciation Day (RAD) on Friday, 28 October; we hope you will make plans to join us! The RAD is the single annual event each year when the Ft. Rucker Garrison staff, the Retirement Services Office and the Lyster Army Health Clinic (LAHC) come together to focus primarily on the needs of the retired military community from across the southeastern states. The RAD event is intended to accomplish two things: underscore the importance of retirees and their families to the Ft. Rucker community and consolidate representatives from many popular services and activities in a single location so attendees can easily gather information and updates. This year, RAD activities will begin at 0800 at Yano Hall, Building 6005, a large hangar/training facility located on Anderson Avenue, between the Army Aviation Museum and the Ft. Rucker vehicle resale lot. Activities at Yano Hall will include health and wellness screenings, together with a room full of information displays and tables staffed by friendly representatives of participating organizations. Our friends at LAHC are working hard to ensure the flu vaccine will be available again this year. At the conclusion of activities at Yano Hall, we will reconvene at The Landing for our popular RAD luncheon program. You'll find details on purchasing tickets in this Newsletter. Tickets must be purchased ahead of time and should be picked up at Yano Hall at the Retiree Council welcome table. Lunch at The Landing will begin at 1200 followed by an informative presentation from COL Robert Holcombe, Garrison Commander, Ft. Rucker. As I close this year's letter I would like to once again commend all members of the Retiree Council for their hard work over the past several years in the face of unprecedented challenges. I also ask each of you to consider becoming a part of your Council. As with any such advisory panel, we must attract new volunteers to the Council regularly to insure we remain vibrant and relevant to the changing needs of the retired community as we work to ensure your perspective is considered in decisions effecting Ft. Rucker's future. Your Council meets at The Landing at 1130, the first Thursday of each month with the exception of January and July. Visitors are always welcome. Please contact me, my Council Co-Chair, or the RSO, Mr. Chris Moore, for more information about joining the Council. We look forward to seeing all of you at the 2022 RAD. COL(R) Paul English, Jr.

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



48th ANNUAL FORT RUCKER RETIREE APPRECIATION DAY, 28 OCTOBER 2022

The Fort Rucker Commanding General, Retiree Council, and Retirement Services Office invite you to the 48th Annual Retiree Appreciation Day. Use the following information to schedule your itinerary before mailing the pre-registration form.

RETIREMENT SERVICES OFFICER'S MESSAGE

Hello! Let me start off first by thanking you for your service. As COL(R) English stated, we are excited to resume our annual Retiree Appreciation Day (RAD) in-person this year. We will hold the events on Friday, 26 October 2022 and details can be found in the next column.

If you have not heard, Fort Rucker welcomed back Maj. Gen. and Mrs. Michael C. McCurry when he assumed command of the U.S. Army Aviation Center of Excellence and Fort Rucker during his change of command ceremony on July 21, 2022.

For additional information on Retiree benefits make sure you take advantage of two excellent sources, MyArmyBenefits, (myarmybenefits.us.army.mil), the official military benefits website of the U.S. Army, and the "Retired Soldier" section of Soldier for Life (soldierforlife.army.mil/Retirement), website for the Army's program used to connect Soldiers, Retired Soldiers, veterans, and families with transition-related and retirement resources

As I close, my focus continues to be on you, the Retiree and your family. I do return calls, so please contact me at 334-255-9739/9124 or 800-240-9373. If you get my answering machine, please leave a message and a contact number or email me at usarmy.rucker.rso@army.mil and I will get in touch with you. Safe travels and when you see me, take time to say "Hello." **Chris Moore, RSO**

FEDVIP: YOUR DENTAL AND VISION OPTION

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 to participants who are eligible. 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 gather information about available options online at www.benefeds.com. There you can use their plan comparison tool to find out which plan(s) are right for you and your family. You can enroll in FEDVIP during the 2023 Federal Benefits Open Season which is from 14 November to 12 December 2022.

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 COL Robert J. Holcombe, Fort Rucker Garrison Commander.

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 Rucker? If so, go to the Google Play or Apple App Store and download the Digital Garrison application on your smartphone.



INSTALLATION NEWS

Get the latest local news on the Digital Garrison App.

MAKE THE CONNECTION

Download on the App Store | GET IT ON Google play




OBTAIN OR RENEW YOUR ID CARDS – The ID Card section has moved. Although still in the Soldier Service Center, Building 5700, you will now find them across the atrium in **Room 130**. Operating hours remain M-F from 7:30 a.m. to 3:30 p.m. For information, call 334-255-2182 or 334-255-1893. Duty hours are set aside for *appointments only*. As an exception, walk-in customers will be seen (e.g., lost card, DD Form 1172, or Retirees renewing ID card). Cards can be renewed up to 90 days prior to expiration date. Appointments can be made up to 90 days out via the internet at rapids-appointments.dmdc.osd.mil, enter 36362 as the zip code for Fort Rucker. To locate an ID Card/DEERS Office go to www.dmdc.osd.mil/rsl. You may find there is a site closer to you than Fort Rucker!

“What’s this QR thing I see, or that people are talking about?”

camera, such as those found on your smartphone. QR code scanning is built into many camera apps for Android and Apple. QR codes are most often used to store web links; however, they can store data such as text or images too.



1. Open your Camera app.
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 RUCKER FAMILY & MWR (334) 255-2100



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

or **Scan the QR Code** below using your mobile phone’s camera:



WELCOME GUIDE / PROGRAM & FACILITY INFO: For a copy of our **2022 Welcome Guide** which includes contact information, hours of operation and descriptions of each facility, program and what they offer please visit our link https://rucker.armymwr.com/application/files/5416/1366/9436/2021_Welcome_Guide_website.pdf

or **Scan the QR Code** below using your mobile phone’s camera:



SOCIAL MEDIA / FACEBOOK:

Stay informed, and up to date by visiting us on **Facebook – Fort Rucker MWR**. “Like” our page and get up to date information on events, programs, updates on community information, and any changes that might be important to know. Please visit our **Facebook Link** <https://www.facebook.com/fttruckermwr>

or **Scan the QR Code** below using your mobile phone’s camera:



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

or **Scan the QR Code** below using your mobile phone's camera:



NEED INFO? TRY MILITARY.COM

Military.com enables the millions of Americans with military affinity to access their benefits, find jobs, enjoy military discounts, and stay connected. Although not an official government website, *Military.com*, founded in 1999, works to provide news and information about benefits. Membership is free and connects visitors to an array of government benefits. Their site is www.military.com.

THE NATIONAL PERSONNEL RECORDS CENTER (NPRC) ONLINE RECORDS REQUEST

The NPRC website is available for Veterans to request copies of their DD Form 214 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, or employment purposes. The NPRC resumed normal operations on March 7, 2022 and is working to reduce their backlog.



DEFENSE FINANCE AND ACCOUNTING SERVICE MAILING ADDRESSES

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

For *Retirees*:

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

For *Annuity*ants:

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

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.

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.

PROOF OF RETIREMENT INCOME - Your Retiree Account Statement (RAS) is a DFAS annual leave and earnings statement containing information on pay and deductions that many potential creditors require. 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 cannot log on to myPay but need a hard copy of your RAS and/or a verification letter mailed to you, call the DFAS Customer Care Center at 1-800-321-1080.

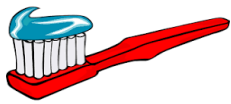


LEGAL ASSISTANCE OFFICE –

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, or go to www.facebook.com/RuckerLAO to find them on Facebook. Their office is located in Suite 320, Soldier Service Center. Their hours are: M, T, W, F 0830-1630, and Th 1200-1630.



The **AskDFAS** website at www.dfas.mil/dfas/AskDFAS/ offers Retirees and Annuityants a method of contacting DFAS to obtain support or provide feedback without having to navigate a telephone-based system.



REMEMBER: If you are currently enrolled in a TRDP plan, you are not automatically enrolled in a FEDVIP plan for 2022. You must enroll during open season.

UPDATING ADDRESS AND BENEFICIARIES

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



THE POST EXCHANGE

A non-appropriated fund instrumentality operating almost exclusively through funds generated from sales, the Exchange contributes to military

MWR and service programs. Exchange earnings are also used to build new stores and renovate existing facilities. For information on local events and special sales, contact 334-503-9044, Ext 211.

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 Rucker 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 Rucker 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 Fort Polk's 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 Rucker Directory Assistance	334-255-1110
Fort Rucker Retirement Services	334-255-9739
Fort Rucker Casualty Office	334-255-9081
Fort Rucker 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

MHS GENESIS – LAHC

On 24 September 2022, the DoD's new electronic health record MHS GENESIS, will launch at Lyster Army Health Clinic and Brown Dental Clinic.

What is MHS GENESIS? MHS GENESIS is the new EHR that provides you and your doctor enhanced, secure technology to manage your health information. When fully deployed, MHS GENESIS will be the single health record for service members, veterans, and their families.

What is the MHS GENESIS Patient Portal? Along with the new EHR, the MHS GENESIS Patient Portal is a secure website available 24/7 that gives you access to your health information.

- View health information
- Schedule appointments
- Communicate securely with providers
- Request RX renewals



What does this mean for me? MHS GENESIS Patient Portal is replacing TRICARE Online to include secure messaging at this facility. If you had a current TRICARE Online account, it will migrate to MHS GENESIS on 24 September. No action is necessary from you.

If you don't already have a TRICARE Online account, using your DS Logon you can log onto patientportal.mhsgenesis.health.mil. If you have questions about DS Logon, visit the milConnect Website or call 1-800-538-9552.

What happens next? As Lyster & Brown Dental transition to MHS GENESIS, patients can expect to see an increase in wait times and a reduction in available appointments from September - December as healthcare teams adapt office and clinic practices to new, standardized workflows. Based on industry averages, and the DoD's experience, it takes roughly 90 days for healthcare teams to adjust to the new system and return to normal wait times. Please consider making appointments and filling prescription early.

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 soldierforlife.army.mil/Retirement/post-retirement and remember, the handbook is updated annually so bookmark the website and refer back to it often.

2022 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
15 Oct	Fort Polk, LA	337-531-0363
21 Oct	Redstone Arsenal, AL	256-842-2719
28 Oct	Fort Rucker, AL	334-255-9124
4 Nov	Fort Benning, 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

Social Security

www.ssa.gov

Army & Air Force Exchange Service

www.aafes.com

RAPIDS Site Locator (DEERS Enrollment & ID Card Facilities)

www.dmdc.osd.mil/rsi

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>

Click on "Semper Fidelis Online" under "News and Features"

Navy Shift Colors

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

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





2022 FORT RUCKER RETIREE APPRECIATION DAY REGISTRATION FORM



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

Please return application by 21 October 2022. Make checks payable to **MWRF** or print credit card info below.

Mail to **Commander, USAACE, Attn: Retirement Services, 2218 6th Avenue, Fort Rucker, 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: IMWRF 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.)