

## I'VE NEVER LOGGED INTO MYPAY

### Request Temporary Password

1. Go to <https://mypay.dfas.mil>
2. Click "Forgot or Need a Password?"
3. Enter your Social Security Number. Click "Yes" on the bottom right.
4. Choose "mail to my address of record with Military Retired." Click "Send me a Password."

### Receive Temporary Password

1. You should receive your temporary password in 10 business days.
2. If you do not receive it, you will need to have your mailing address updated.
3. Find instructions for updating your address at [www.dfas.mil/retiredmilitary/manage/changeofaddress.html](http://www.dfas.mil/retiredmilitary/manage/changeofaddress.html) or call 1-800-321-1080 to correct your address.
4. When your correct address is on file, request another temporary password from **myPay**.

### Log In

1. After you receive a temporary password, return to **myPay**. Click "Create an Account."
2. Enter your Social Security Number and temporary password. Click "Accept/Submit."
3. You will be prompted to create a permanent Login ID and Password.

## I FORGOT MY LOGIN ID

### Request Your Login ID

1. Go to <https://mypay.dfas.mil>
2. Click "Forgot your Login ID?"

### Receive Your Login ID

1. You can either:
  - a. Enter your previously registered email address and your Social Security Number. Click "Email Login ID" to receive it in an email.
- OR
- b. Enter your Social Security Number and Password. Click "Display Login ID" to display it on the **myPay** website if you've also forgotten your password, see "I FORGOT MY PASSWORD."

### Log In

1. When you have your Login ID, log in to your account.

## myPay Login Tip Sheet



## IF YOU'VE ALSO FORGOTTEN YOUR PASSWORD

### Request Temporary Password

1. Go to <https://mypay.dfas.mil>
2. Click "Forgot or Need a Password?"
3. Enter your Login ID or Social Security Number. Click "Yes" on the bottom right.
4. If you have added an email address to your **myPay** account or you have an Army AKO account, choose one of the "email directly..." options.
5. If you don't have an email address in **myPay**, select "Mail to my address of record with Military Retired."
6. Click "send me a Password" button.

### Receive Temporary Password

1. You should receive your temporary password in an hour by email or 10 business days by mail.
2. If you do not receive it, you need to update your email or mailing address.
3. Find instructions for updating contact information at [www.dfas.mil/retiredmilitary/manage/changeofaddress.html](http://www.dfas.mil/retiredmilitary/manage/changeofaddress.html) or call 1-800-321-1080 to correct your address.
4. When your correct information is on file, request another temporary password from **myPay**.

### Log In

1. After you receive a temporary password, return to **myPay**. Click "Create an Account."
2. Enter your Social Security Number, your temporary password and click "Accept/Submit."
3. You will be prompted to create a permanent Login ID and Password.

DEPARTMENT OF THE ARMY  
US ARMY GARRISON WEST POINT  
DIRECTORATE OF HUMAN RESOURCES (AMIM-HRA-T)  
622 SWIFT RD  
WEST POINT, NY 10996-1926



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, WEST POINT  
681 HARDEE PLACE  
WEST POINT, NEW YORK 10996

AMIM-MLG-ZA

19 March 2021

Dear Retirees and Family Members:

On 24 April 2021, West Point will host the forty-seventh Annual Military Retiree Appreciation Day as a virtual event. We are unable to host our usual celebration onsite due to the current pandemic; but we wish to continue the tradition of setting a day aside to honor Military Retirees and Family members for their selfless service and support to our Nation.

We have reached out to all agencies who normally participate in the "County Fair" portion of our program for their support of the virtual RAD. Some have provided information for the newsletter and others have provided video clips which you will be access starting Saturday, 24 April 21 at 0900 hours. Listed below is the website for the video clips.

Please do not hesitate to contact the Retirement Services Office (RSO) at (845) 938-4217/2355 should you have any additional questions. Take care and stay safe!

Sincerely,

Evangeline G. Rosel  
Colonel, U.S. Army  
Commanding

<https://homeadmin.army.mil/westpoint/index.php/west-point-garrison/all-services/retiree>



#### WEST POINT MILITARY RETIREE COUNCIL

The Council assists the Commander, United States Army Garrison West Point and the Superintendent, United States Military Academy in meeting the objectives of the Army Retirement Services program. It serves as a communication link between the military retired community and the active Army providing an opportunity to discuss key issues affecting retirees. The Council is chaired by COL (Ret) Basil N. Apostle, and has a board consisting of 9 members, both officer and enlisted retirees. It represents the Northeast Region which includes 80,000 Military Retirees of all service branches. All council members are volunteers and are appointed upon the recommendation of the Council Chairman and the approval of the West Point Garrison Commander. Council members serve as the Commanders "Eyes and Ears" and act as a bridge for continued positive action on a wide variety of activities that support retired Soldiers and Family Members. A strong Retiree Council has an enormously positive impact in the military retired community. The Council will meet 6 June, 5 September, 5 December, and 6 March 2021 at 1000 in the Heritage Room, 622 Swift Road, West Point, NY. **The PX offers 10% discount on all purchases on meeting dates to all retirees.**

All military retirees are invited to attend Council meetings and participate. For additional information please contact the Retirement Services Office (RSO) at 845-938-4217/2355 or email [RSO@usma.army.mil](mailto:RSO@usma.army.mil).

REMEMBER WE ARE ALL "SOLDIERS FOR LIFE"

# GEHA thanks you for your service

## Compare GEHA's dental plan benefits

Eligible military retirees, family members and survivors can select between two GEHA dental plan options that offer comprehensive dental coverage, along with no deductible and no waiting period for most services. If your smile is healthy and you want to keep it that way, Standard Option could be a good fit. If you or a

Plan pays

In-network or out-of-network

2021 plan year	High Option	Standard Option
<b>Basic — Class A</b> Two exams, two cleanings and one X-ray per calendar year	100%	100%
<b>Intermediate — Class B</b> Fillings, extractions and periodontal maintenance	80%	55%
<b>Major - Class C</b> Root canals, crowns, bridges, dentures, periodontal surgery (implants limited to \$2,500 per person/year)	50%	35%
<b>Orthodontics — Class D</b> Adults and children	70% No waiting period \$3,500 lifetime maximum	70% 12-month waiting period \$2,500 lifetime maximum
<b>Calendar year maximum for Class A, B and C services</b>	Unlimited per person	\$2,500 per person

**NO DEDUCTIBLE — NO WAITING PERIODS — SEE ANY DENTIST**

**Ready to enroll? Go to [BENEFEDS.com](https://www.benefeds.com) or call 877.888.3337.**

GEHA

**For more information on our plans, visit**  
[gehadental.com](https://www.gehadental.com)



**You've Given Years of Service.  
Now Let Us Return the Favor.**

# Enjoy special savings and a great location

**IHG®** **ARMY  
HOTELS**

FEATURING



In honor of your distinguished service, IHG® Army Hotels on West Point is proud to extend our retiree rate to you. Enjoy savings of up to 20% and advanced bookings at any of our hotels in 40 U.S. Army posts.

IHG Army Hotels on West Point offers spacious rooms and breathtaking views of the Hudson River. Conveniently located on post and close to the museum and visitor centers, the hotel offers all the amenities of off-post hotels like complimentary daily breakfast, high-speed Internet, guest laundry and more.

As the world adjusts to new travel norms and expectations, we're enhancing your experience by redefining cleanliness and supporting your wellbeing throughout your stay. That's IHG® Hotels & Resorts' Clean Promise.

To book your stay, visit [www.IHGAmyHotels.com](http://www.IHGAmyHotels.com) or call 1-877-711-TEAM.

**ID Card Office will be open 0900 -1300 in Building 622 on Saturday, April 24th, call 845-938-2607 for an appointment**

Two valid forms of identification are required for issuance of all military ID cards to personnel 18 years of age and older. One must be an unexpired photo ID issued by state or federal government. Other documentation may be necessary if your military ID card has expired i.e. birth certificate, social security card, passport

For ID card appointments during the week can be scheduled at:  
<https://idco.dmdc.osd.mil/idco>

Once on the website, choose ID Card Office Locator & Appointments.



## CASUALTY ASSISTANCE (Bldg 622)

The West Point Casualty Operations Office provides Casualty Assistance for survivors of Army retirees who reside in the New York counties of Orange, Rockland, Sullivan, Dutchess, Columbia, Ulster, Greene, Delaware, Putnam and northern Westchester. The phone number is (845) 938-4217. The Fort Drum Casualty Assistance Center supports residents of the other northern New York counties and the states of Massachusetts, Connecticut, Rhode Island, Maine, Vermont and New Hampshire. The phone number is (888) 325-1601 or (315) 772-6465. Immediate notification of a retiree death will enable the Casualty Operations Office to notify the Defense Finance and Accounting Service in a timely manner to stop the retired pay. The sooner this is done the sooner benefits can be received by the surviving spouse. Be sure your family know's your wishes and the location of your DD 214. Also, be sure your family knows where your DD 214 is located. It is required to receive Military Funeral Honors.

## NATIONAL CEMETERY BURIAL BENEFITS

Burial benefits available include a gravesite in any of the 135 national cemeteries with available space, opening and closing of the grave, perpetual care, a Government headstone or marker, a burial flag and a Presidential Memorial Certificate, at no cost to the family. Some Veterans may also be eligible for VA Burial Allowances. Cremated remains are buried or inurned in national cemeteries in the same manner and with the same honors as casketed remains. Burial benefits available for spouses and dependents buried in a national cemetery include burial with the Veteran, perpetual care, and the spouse or dependents name and date of birth and death will be inscribed on the Veteran's headstone, at no cost to the family. Eligible spouses and dependents may be buried, even if they predecease the Veteran. The Veteran's family should make funeral or cremation arrangements with a funeral provider. Any item or service obtained from a funeral director or cremation office will be at the family's expense.

## PHASE-OUT of the SBP-DIC Offset Fiscal Year 2020 update

The National Defense Authorization Act Fiscal Year 2020 phased out the Survivor Benefit Plan (SBP) offset by Dependency and Indemnity Compensation (DIC) over a three year period. Phase 1 started this January culminating with elimination of the offset in its entirety on January 1, 2023. Survivors currently see a change in their SBP payments. Many surviving beneficiaries and retirees have questions about the impact of this change. If you would like more information about the elimination of the SBP-DIC offset the Defense Finance and Accounting Service (DFAS) has created a webpage: <https://www.dfas.mil/retiredmilitary/survivors/SBP-DIC-News/>.

You can also contact Military One Source at 800-342-9647.



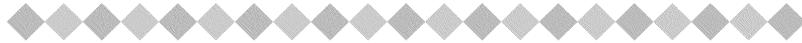
### TRICARE SERVICE

Beneficiaries in the TRICARE North Region can connect to Health Net's mobile site at [www.hbfs.com/go/mobile](http://www.hbfs.com/go/mobile). This streamlined version of [www.hnfs.com](http://www.hnfs.com) can be accessed on smart phones and tablets with no download required. You can locate TRICARE-authorized providers, Health Net contact information, mental health resources and answers to frequently asked TRICARE questions. Health Net also offers an app for your smart phone called "Health Net Mobile," which enables you to view details about your TRICARE benefits and to find a provider.

### TRICARE AND THE AFFORDABLE CARE ACT (ACA)

Beneficiaries who receive TRICARE benefits at no cost, by paying an enrollment fee or by paying monthly premiums have minimum essential coverage under the ACA. Benefit options include: TRICARE Standard, Prime and Prime Remote; TRICARE Reserve Select (TRS); TRICARE Young Adult (TYA); TRICARE Retired Reserve (TRR); and the Continued Health Care Benefit Program (CHCBP). Beneficiaries eligible for TRS, TYA, TRR and CHCBP must be current with their premiums in order to maintain coverage and for these TRICARE programs to qualify as minimum essential coverage. Visit [www.tricare.mil](http://www.tricare.mil) for further information and to request email alerts about these TRICARE programs and other TRICARE issues.

TRICARE beneficiaries are required to declare other health insurance (OHI) to ensure coordination of benefits. If OHI is no longer available, the coverage termination date must be provided to TRICARE by calling Health Net Federal Services at (877) 874-2273. In most cases, TRICARE will become the primary payer and understanding the benefit will become vital. Become more informed by visiting [www.tricare.mil](http://www.tricare.mil) or [www.hnfs.com](http://www.hnfs.com) or by calling Health Net at (877) 874-2273. Our Health Benefits Advisors can also explain the various options such as enrolling in TRICARE Prime at Keller or with a civilian network provider or perhaps enrolling in TRICARE Plus to receive guaranteed access to primary care at Keller. Call (845) 938-4838 to get answers to your questions and to find the TRICARE options best suited to you and your Family members.



### Delta Dental's FEDVIP Plans for Retired Military Families: Good Dental Health is Vital to Good Overall Health

Since 1954, Delta Dental's mission has been the advancement of the oral health of our members and making dental coverage affordable. Over the years we have had the distinct honor and pleasure of serving Active Duty, Guard/Reserve and Retired military families via the TRICARE Retiree Dental Program, as well as federal employees, annuitants and their eligible family members. Some plan highlights include:

- \*\* Choice of two quality plan options to meet your needs
- \*\* 100% coverage of cleanings, x-rays and exams in-network
- \*\* Large nationwide network of dentists
- \*\* \$30,000 in-network annual max in the High Plan
- \*\* Adult orthodontic coverage in the High Plan
- \*\* Additional cleaning for Type 1 or Type 2 Diabetics
- \*\* Members discounts on LASIK eye surgery and hearing aids

Visit [www.deltadentalins.com/fedvip](http://www.deltadentalins.com/fedvip) to learn more about how Delta Dental keeps you smiling!



**American  
Red Cross**

Service to the Armed Forces



## Support for Service Members, Veterans, Families and Caregivers

The American Red Cross Service to the Armed Forces (SAF) is offering virtual Reconnection workshops to help guide members of the military and veteran communities through a variety of important topics.

Join us for a chance to connect with others in a live, virtual and guided conversation where you will have a chance to discuss your biggest concerns and learn and practice new, effective skills.

Available workshop topics include:

Stress Solutions Effective Communication  
Connecting with Kids

Caregivers of Wounded, Ill and Injured Service Members and Veterans  
Creating Calmness in Stressful Times

## Sign Up for a Virtual Workshop!

Each small-group session is organized by a Service to Armed Forces staff member in your community. Contact your local Red Cross office to find out when the next session is scheduled near you. To find your local office, visit [redcross.org](http://redcross.org) and click "Your Local Red Cross" at the top, or download the Hero Care application.

[joe.spaccarelli@redcross.org](mailto:joe.spaccarelli@redcross.org)





## KELLER ARMY COMMUNITY HOSPITAL

**Mission Statement:** Provide safe, high-quality, compassionate, patient-centered healthcare for the West Point community while optimizing the medical readiness of the force and enhancing the well-being of all we serve.

**Vision Statement:** West Point Health Service Area's premier provider and first choice for world-class care.

**WEB SITE** <https://keller.tricare.mil/>

- The Keller Internet page was revamped and re-released in September 2020. The new site provide information from getting care to health services provided to patient resources to CODE RED/WHITE information to information on the Command team. Additionally, we have an internet page dedicated to COVID-19 information.

**FACEBOOK** <https://www.facebook.com/kellerarmycommunityhospital>

### IMPORTANT NUMBERS

Front Desk	(845) 938-5169
Appointment Line	(845) 938-7992 or (800) 552-2907 Monday-Friday, 0700-1630
Patient Advocate	(845) 938-5874
Health Benefits Advisor	(845) 938-6027 or – 4838
TRICARE East	(800) 444-5445
Pharmacy	(845) 938-2527
Refills	OPTION 1 – Pharmacy, OPTION 1 – Refills
Staff	OPTION 4 – Speak to Pharmacy Staff MON-WED, FRI : 0800-1700 THU : 0800 – 1400, 1500 – 1700 CLOSED on Federal Holidays

### KELLER STATUS DURING INCLEMENT WEATHER CONDITIONS

If the Greater West Point area weather forecast calls for freezing rain and/or snow, Keller Army Community Hospital's inclement weather policy is as follows:

If the post designation is "CODE RED," all outpatient appointments – during the CODE RED period – are cancelled and your respective clinic will call you to re-schedule. If you have not been contacted within 24 hours of the CODE RED, contact the Appointment Center or the respective clinic.

Beneficiaries scheduled for surgery should contact the Keller Front Desk, at (845) 938-5169, to verify their scheduled procedure.

The Emergency Room will remain open. If you have an emergency, it is recommended you call 9-1-1.

If the post designation is "CODE WHITE," your appointment is still scheduled, but it is recommended you call the Appointment Center, at (845) 938-7992 or (800) 552-2907, for the status of your appointment.

If during inclement weather/CODE WHITE you are unable to make it to your appointment, please contact the Appointment Center or go to <http://www.tricareonline.com> to re-schedule.

For updated West Point weather/road conditions, call the West Point Garrison Operations' Inclement Weather line at (845) 938-7000 or go to the West Point Garrison and Community Facebook page at <https://www.facebook.com/USAGWestPoint> to verify road conditions at West Point before making the drive.

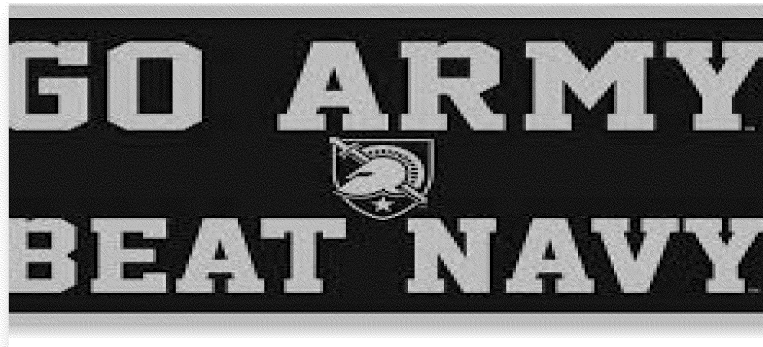
As a secondary source, the post designation - and status of the hospital - will be posted on the Keller Army Community Hospital Facebook at <https://www.facebook.com/kellerarmycommunityhospital> and Internet page at <https://keller.tricare.mil/>.

### Health Services at Keller Army Community Hospital

To learn about the health services provided at Keller Army Community Hospital, go to the Keller Internet site, at <https://keller.tricare.mil/>, hover over the "Health Services" drop menu, and select a service.

**TRICARE Home Delivery Pharmacy Program:** Prescription home delivery for eligible beneficiaries is available through Express Scripts. This option is best for maintenance drugs that you take regularly such as high cholesterol medication or birth control. Copayments apply to non-active duty service members and is based on the medication. You can search for covered medications at [militaryrx.express-scripts.com](http://militaryrx.express-scripts.com). If you have refills at a MTF pharmacy, call the MTF and request the prescription to be transferred to Express Scripts. You can also ask your civilian doctor to e-prescribe a 90-day supply to Express Scripts.

If the above options are not available you can contact Express Scripts and they will reach out to your prescriber for a new prescription for home delivery. This can be done through our web portal, [militaryrx.express-scripts.com](http://militaryrx.express-scripts.com), the Express Scripts mobile app, or by calling 877.262.3383.



## 2021 ARMY FOOTBALL SCHEDULE

Date	Opponent	Location	Time
4 Sep	vs Georgia State	Atlanta, GA	TBA
11 Sep	vs WKU	West Point, NY	TBA
18 Sep	vs UConn	West Point, NY	TBA
25 Sep	vs Miami (Ohio)	West Point, NY	TBA
2 Oct	vs Ball State	Muncie, IN	TBA
16 Oct	vs Wisconsin	Madison, WI	TBA
23 Oct	vs Wake Forest	West Point, NY	TBA
6 Nov	vs Air Force	Arlington, TX	TBA
13 Nov	vs Bucknell	West Point, NY	TBA
20 Nov	vs UMass	West Point, NY	TBA
27 Nov	vs Liberty	Lynchburg, VA	TBA
11 Dec	vs Navy	Rutherford, NJ	TBA



Federal Employees Dental and Vision Insurance Program

UHC Virtual FEDVIP Dental/Vision link: Caution-<https://event.on24.com/wcc/r/2954448/C5D71011A1C43B4865ACA0BFF92B48A8>

UHC Federal Website: Caution-[www.uhcfeds.com](http://www.uhcfeds.com)



**THE FEDERAL LONG TERM CARE INSURANCE PROGRAM (FLTCIP):**

The FLTCIP is available to eligible federal and U.S. Postal Service employees and annuitants, active and retired uniformed service members, and certain qualified relatives.

With benefits designed specifically for the federal family, the FLTCIP can help protect your savings and assets in the event you or your loved ones ever need long term care. Developed to provide solutions for a range of financial situations, this employer-sponsored program provides valuable coverage for more than 267,000 enrollees.

The FLTCIP is a medically underwritten benefit, so it's important to apply when you are in good health to avoid the risk that a future illness or condition may prevent you from obtaining coverage later. Certain medical conditions, or combinations of conditions, will prevent some people from being approved for coverage.

**Start planning today**

Visit [LTCFEDS.com](http://LTCFEDS.com) to learn more about the FLTCIP's comprehensive benefits and features.

The Federal Long Term Care Insurance Program is sponsored by the U.S. Office of Personnel Management, insured by John Hancock Life & Health Insurance Company, under a group long term care insurance policy, and administered by Long Term Care Partners, LLC.

\*Informal care provided by friends and family members is covered, as long as the caregiver isn't your spouse or domestic partner and doesn't live in your home at the time you become eligible for benefits. Benefits for covered care provided by family members is limited to 500 days.

**STEWART AIR NATIONAL GUARD BASE OFFERS SPACE A TRAVEL & INFO**

Space A Travel is still shut down due to the Pandemic. Keep checking the Website for updated information.

[takeahop.com](http://takeahop.com) or [usaf.ny.105-space-a@mail.mil](mailto:usaf.ny.105-space-a@mail.mil)

The Retired Activities Office (RAO) at Stewart Air National Guard Base (ANGB), 1 Maguire Way, Newburgh, NY 12550, operates a Space Availability (Space A) Office. The **contact number is (845) 563-2369**.



**West Point Main Exchange**

1204 Stony Lonesome Rd. (845) 446-5404

West Point, NY 10996

Store Hours: Mon-Sat: 1000-1900; Sun: 1000-1800

"At risk hours" 1000-1100

Main Store (845) 446-5446

Military Clothing Sales (845) 446-5446

Barber Shop Mon-Sat 0900-1800; Sun 1000-1700 (845) 446-1070

Dry Cleaners Mon-Sat 1000-1800; Sun 1000-1600 (845) 446-0046

Optical Shop Mon-Sat 1000-1800; Sun Closed (845) 446-6565

Burger King Mon-Fri 1030-1900; Sat-Sun 1100-1800 (845) 446-2027

Athletic Gift Shop Mon-Sat 1000-1730; Sun 1000-1700 (845) 926-2703

PenFed Credit Union Mon-Fri 0900-1700; Sat 0900-1500; Sun Closed

USAA Interactive Teller Machines (ITM's) Mon-Fri 0900-1800; Sat 0900-1500; Sun Closed

Shoppette w/Class Six and Service Station Bldg. 1202 (845) 446-3666

Mon-Sat 0700-2200; Sun 0800-2000

Subway Bldg 683 Mon-Sat 0900-2000; Sun 1000-1900 (845) 446-2096

Starbucks Bldg 683 Mon-Fri 0630-1800; Sat-Sun 0800-1700 (845) 839-0579

**STEWART FIELD ARMY NATIONAL GUARD BRANCH STORE**

Bldg 271, Bruenig Rd, (845) 564-7600

New Windsor, NY

Store Hours: Sun & Mon Closed; Tue-Fri 1000-1800; Sat 1000-1400

Barber Shop Wed-Fri 1000-1800 (845) 567-0905

Dry Cleaners Tue-Fri 0900-1700; Sat 0900-1500 (845) 564-7600



**WEST POINT COMMISSARY**

BLDG 1200 (845) 938-FOOD (3663)

Store Hours: Tuesday-Sunday 0900-1900; Closed Monday

Tuesday-Sunday 0800-0900 for the "at risk hours" immune compromised, elderly and pregnant patrons

For special orders, questions or concerns, call the respective managers at: (845) 938-3663 extensions below:

Customer Service : x3012 Bakery: x3327 Deli : x3227 Produce: x3008 Meat: x3007  
Grocery: x3009 Secretary: x3004 Store Administrator: x3002  
Store Director-Carol Robertin x3001

For additional information on Commissary Stores in your area check [www.commissaries.com](http://www.commissaries.com)