



Heartlander

South Central Florida Chapter
September 2019



South Central Florida Chapter of MOAA

P.O. Box 7841
Sebring, FL 33872



Chapter Officers:

President: Mike Borders, tel. (h) 863-402-8292; (c) 703-795-8776
Vice President: Fred Carino, tel. 863-381-3636
Treasurer, David Grey, tel. 785-282-5445
Secretary: Mark Milia, tel. 407-222-4867
Recruiting/Retention: Ed Gadbois, tel. 808-280-7773
Legislative Affairs: Tom Nunnallee, tel. 863-446-0055
Personal Affairs: Craig Smith, tel. 207-703-3402
Newsletter: Bob Brooks, tel. 863-471-6318
Past President: Roy Whitton

Our Web Site: www.scfcmoaa.org

Florida Council of Chapters website: www.moaafl.org

Take Action. MOAA Legislative Action Link:

<http://www.moaa.org/takeaction/?tab=Legislative-Action-Center#Legislative-Action-Center>

13 September 2019. Dinner/Social with spouses/better halves/significant others: 6:30 PM, Caddy Shack. 3122 Golfview Road, Sebring, FL

2 October 2019. Board Meeting: 1700 (5:00 PM) Business Meeting, 1830hrs (6:30 PM). Venue: Sea Services Museum, 1402 Roseland Ave., Sebring, FL 33870, (corner of Kenilworth and Roseland, about a mile east of Sebring High School).

ANNOUNCEMENT: NOTICE OF ANNUAL MEETING— 7 November 2019

The 7 November dinner/social at the Island View restaurant in Sun N' Lakes will also be the Annual Meeting of the chapter. We will elect new board members, discuss our finances, and determine chapter dues for 2020 (no change anticipated). Members wishing to bring anything to the attention of the assembly are welcome to do so. The board would appreciate advance notification of anything a member wishes to bring up, but this is not required. Anyone wishing to serve on the board in any position should contact the chapter president or a member of the board at the earliest opportunity. A Nominating Committee will be appointed and contact information provided in the next newsletter and on our website: www.scfcmoaa.org. Phone numbers of board members are on the front page of this newsletter. Spouses are welcome and eligible to serve in any position except chapter Vice President or President.

SPECIAL ANNOUNCEMENT by the PRESIDENT:

When we stood the chapter up four and a half years ago, I was appointed for one year as the chapter president by the state council president. I was elected a year later for a two-year term, and then reelected for another two-year term. That term is up in January. We will soon be appointing a nominating committee to fill vacancies on the board for the next term. The election will take place during our Annual Meeting in November. A few of the current board members have agreed to stay on, and we have two volunteers to take some of those positions. But we need—I need someone to step forward and take the chapter president's position. The job isn't that hard, and probably only requires an average of about ten hours per week. That isn't that much, and is often a great way to get away from the "Honey-do" list (don't tell Diana I said that). I would happily stay on, but I will become the state president in May, and those duties and responsibilities are significant. I will be here and will continue to help the new president as the "Ex-Officio", per the bylaws. I know you folks value the chapter. I do too. I ask that someone step up to the plate. You won't be alone or on your own. We have a great board, and like I said, I'll be around to help. I don't want the chapter to falter or fail any more than you do. If you are interested, please contact me. By the way, it really isn't that hard, and it really is a lot of fun! And best of all, it is very rewarding.

President's Message:

I want to again congratulate everyone on their outstanding support to our chapter. We recently found out that we were again recognized by MOAA National as a 5-Star Levels of Excellence (LOE) award winner for calendar year 2018. This is the fourth year in a row and is a major accomplishment. Tack that on to winning the 5-Star awards for our newsletter (kudos to Bob Brooks) and our website, and we are in the top 15% of chapters in the nation (over 400 chapters). The board puts the awards packages together, but it is through your efforts, participation, and support, that we achieve this level over and over. I extend my personal thanks and that of the board as well. THANK YOU!!

As I noted in the last newsletter, we will be looking for some new board members for next year. We need you. Your chapter needs you. I need you. Please let me know if you are interested. A few of the folks are going to stay on, but we will need at least three or four. Changing board members is healthy for the board and the chapter. It is time for some of you to step up. Please do so. (Cont.)

President's Message: (Cont.)

There is plenty of good stuff in the newsletter. Check out the "Did You Know" sections. See if we got a new member recently (we did). See whose birthday is coming up in September (one of the birthday boys will be 98—guess who—hint: Del Smith). Check out the new logo for the 5-Star LOE award. See what honors Mark Colbert earned for last academic year as head honcho at Sebring High School JROTC. If you are a Surviving Spouse, check out the Surviving Spouse Corner by Craig Smith. They have a "virtual" chapter—any surviving spouse can join, and the membership form is attached at the end of the newsletter.

Our next dinner/social with spouses is on 13 September (yes that is a Friday) at 6:30 PM at the Caddy Shack restaurant in Sebring—be there or be square!!

Special Notice: The January dinner/social will be a "Winter Gala." We need help to make this happen. The board is looking for a few volunteers. Please let Mike or one of the board members know if you are willing and able to help. Thanks!

Did You Know? Next Generation ID Cards for Retirees are Coming Soon

WASHINGTON -- The Department of Defense is updating its current paper-based uniformed services identification card issued to retired service members, family members and other eligible populations. The "Next Generation" USID card will incorporate an updated design and security features to deter counterfeiting and fraud, and will be printed on a plastic cardstock. DOD is transforming the way service members and their families are supported through modernized ID cards and improved mechanisms to protect cardholder privacy and personal information. The Next Generation USID card will incorporate a modified barcode which supports the last phase of the department's elimination of the Social Security number from all DOD identification cards. Additional information and updates regarding the Next Generation USID card will be available in the coming months on DOD's website. Frequently asked questions: 1. What is changing on the USID card, and why? The Next Generation ID card transitions the current USID card to plastic cardstock with enhanced security features and update topology. These enhanced features enable DOD to reduce the number of card types issued to eligible individuals from 10 to three. The Next Generation USID card does not change the populations who are eligible to receive the current card. 2. When can I get the Next Generation USID card? Beginning early fall 2019, individuals with expiring ID cards will begin to receive the Next Generation USID card at card issuing facilities as they are equipped with the equipment and supplies necessary to issue the Next Generation USID card. In an effort to conserve resources and limit the impact on ID card issuance facilities, cards will not be reissued solely for the purpose of obtaining the Next Generation USID card. (Courtesy of the USAF Afterburner newsletter).

Did You Know 2? Retirees Will See Military Medical Changes Ahead—and SOON, by Capt. Kathryn M. Beasley, USN (Ret) Director of Government Relations, Health Affairs, MOAA National

In baseball, it's good practice to never take your eye off the ball. The same could be said regarding DoD with its efforts to reform military medical care.

MOAA has been the leader focused on holding DoD and the Defense Health Agency (DHA) accountable to provide transparency with its plans to reduce military treatment facility (MTF) capabilities and personnel. Last year's NDAA required the DoD to provide any plans to do so to Congress ahead of time. And we are sorry to report not much has been revealed to date. However, MOAA has other ways to gather information.

First, from members who live, work, and get care on military installations. Reports of reduced health care services at MTFs and unofficial referrals to civilian providers are trickling in already. Last week, MOAA received an email from an active duty Navy spouse who reported that enrolled beneficiaries — including military families with children — are being told to seek civilian providers outside the MTF and few in her area accept TRICARE, the email says. Beneficiaries with special needs who use the system most have been targeted first. This has resulted in military families being placed on long wait lists.

TAKE ACTION: Ask Your Lawmaker to Protect Military Medicine

This is happening at the peak of school physicals and immunization season. This is the first glimpse into the new world of military medicine, and we want to know if it is happening elsewhere.

MOAA continues to tell Congress — office by office — that DHA has failed to address how these medical reductions will be carried out in a way that ensures services are not disrupted, wait times are not exacerbated, and access to subspecialty care is not crippled.

TELL MOAA YOUR HEALTH CARE STORY: Email msc@moaa.org

Second, the study cited in [this article by Military Times](#) echoes much of what we've been hearing: While medical needs are greater in the military community than other demographics, access to high-quality care doesn't match up. The short version: Experts and advocates agree that the Military Health System (MHS) already has room for improvement when it comes to dealing with anything beyond routine care for military dependents, and MHS reforms designed to streamline the system could come at the expense of some of the most vulnerable members of the military community.

This aligns with what MOAA is hearing from other associations, another way MOAA receives information. At a recent MOAA-hosted Facebook Live Town Hall with a panel of military family members and other health care stakeholders, the panel discussed how the planned reductions in military medical providers would affect all categories of beneficiaries — especially military families. (Cont.)

Did You Know 2? Retirees Will See Military Medical Changes Ahead—and SOON (Cont.)

[RELATED: [What Medical Cuts Could Mean for You: Watch MOAA's Town Hall](#)]

During the discussion, panel experts noted there is already insufficient medical workforce capacity to handle many of the basic health needs of our military personnel and their families. Reports and studies continue to point to long wait times for many civilian care providers, as well as significant geographic disparities in care. A group of 17 professional medical organizations are equally concerned and have let Congress know; read their letter to key House and Senate leaders here: <https://www.moaa.org/uploadedfiles/aap-et.al-conferee-ltr-on-force-health-reductions.pdf>.

We need to keep the heat on Congress, and early indications show it is working. MOAA members do make a difference as we need to let Congress know what is happening in military communities across the U.S. and overseas. Thank you to our members and the other military beneficiaries who have sent thousands of emails and letters and made phone calls to legislators in every state. We are being heard – but we need to keep our eye on the ball to knock this out of the park in the home stretch of the FY 2020 NDAA process.

Let Congress hear your voice! Write a letter to your lawmakers here <http://takeaction.moaa.org/app/write-a-letter?0&engagementId=499523>, and learn more about this and other MOAA advocacy priorities during the Summer Storm here <https://www.moaa.org/content/publications-and-media/news-articles/2019-news-articles/advocacy/moaa-summer-storm-2019-resources/>.

Did You Know 3? MOAA National Puts Out Some Outstanding Print and Electronic Products—and if you

are not taking advantage of them—you are missing out!! MOAA's print and digital news products have both received top honors in this year's [APEX Awards](#), which recognize communications effectiveness and excellence.

Top, or "**Grand**," honors went to The [MOAA Newsletter](#), which is [available via email](#) to all MOAA members (set your newsletter/email preferences [here](#)) and to the design of the *100 Veterans, 100 Years* feature package that appeared in November's *Military Officer*. The magazine is available to MOAA Premium and Life members in both print and digital formats; digital versions of back issues, including the November issue, are available [here](#).

Only seven of 94 newsletters considered by APEX Award judges received Grand status. Only nine of 102 design entries received Grand status, with MOAA's entry ranking alongside the Super Bowl LIII program and the 2019 Masters Golf Journal, produced by Augusta National Golf Club.

The 2018 redesign of *Military Officer* also received honors, as did a mailer informing members of MOAA's Pet Insurance offerings. Learn more about that program [here](#). This year marked the 31st annual APEX Awards, with more than 1,200 entries received for 2019 consideration.

Did You Know 4? Thousands of Vets May Have Wrongly Been Billed for Emergency Care—by Richard Sisk, Military.Com

Veterans may have wrongly been billed by the [Department of Veterans Affairs](#) for emergency room medical treatment at non-VA facilities totaling at least \$53.3 million, according to the office of the VA Inspector General.

Following an audit, the IG estimated that "about 17,400 veterans, with bills totaling at least \$53.3 million, were negatively affected" by either initial denial or ultimate rejection of their claims for reimbursement.

The IG also estimated that "if corrective actions are not taken, these errors could result in \$533 million in improper underpayments to claimants over five years."

The IG's 70-page report, titled "Non-VA Emergency Care Claims Inappropriately Denied and Rejected," said the reimbursement issue rested with the VA's Claims Adjudication and Reimbursement Directorate (CAR) in the VA's Office of Community Care.

Although claimants can appeal denied claims, "CAR was not effectively monitoring veterans' appeals of non-VA emergency care claims decisions," the report said, and "when CAR denies a claim, the claimant may have to pay out of pocket for his or her emergency care."

The IG report found that VA processing errors were rampant in the existing system.

The audit's accuracy review found that "31 percent of denied or rejected non-VA emergency care -- with an estimated billed amount of \$716 million -- [was] inappropriately processed from April 1 through September 30, 2017, creating the risk of undue financial burden to an estimated 60,800 veterans."

The report noted that not all processing errors resulted in wrong claim denial decisions but added that "procedural errors created a risk that claimants could not effectively respond with necessary information to obtain claim approval and payment."

The audit was initiated at the request of former Rep. Tim Walz, D-Minnesota, who previously served as ranking member of the House Veterans Affairs Committee. Based on whistleblower complaints, Walz asked IG to report on allegations that VA "created perverse incentives for its claims processors to deny veterans' emergency care claims to meet production goals and in turn receive high performance appraisal ratings and bonuses."

The results of the audit found that the VA's Claims Adjudication and Reimbursement Directorate did place "more emphasis on the number of claims processed than the accuracy of the claims decisions" in an effort to deal with a growing claims backlog.

At the start of fiscal 2016, claims backlogged more than 30 days totaled 482,000, or 28% of the total of 1.7 million claims, the report said. However, the backlogged claims had increased to 36% of all claims by November 2018, the report said. (Cont.)

Did You Know 4? Thousands of Vets May Have Wrongly Been Billed for Emergency Care (Cont.)

Based on whistleblower complaints, Walz asked IG to report on allegations that VA "created perverse incentives for its claims processors to deny veterans' emergency care claims to meet production goals and in turn receive high performance appraisal ratings and bonuses." The results of the audit found that the VA's Claims Adjudication and Reimbursement Directorate did place "more emphasis on the number of claims processed than the accuracy of the claims decisions" in an effort to deal with a growing claims backlog. At the start of fiscal 2016, claims backlogged more than 30 days totaled 482,000, or 28% of the total of 1.7 million claims, the report said. However, the backlogged claims had increased to 36% of all claims by November 2018, the report said.

SURVIVING SPOUSE CORNER

Craig Smith, Surviving Spouse and Personal Affairs Chair The MOAA Surviving Spouse Virtual Chapter met 30 July 2019. The Agenda included: Legislative issues, legal issues, including remarriage, MOAA Regional Training Meetings and the latest on SBP/DIC offset, followed by general discussion. Lt. General Akins MOAA President and Admiral Doran Chairman of the Board of Directors of MOAA participated in the discussion. General Discussion focused on the needs of surviving spouses and how to reach out to them. Also discussed was how to get the help they may need. Whether it be walking through the maze of finances, counseling or just plain having someone to talk to who has been there. Micki reminded everyone that the best source of getting information is your local MOAA chapter and the National Organization is a help to all those without a local chapter in their immediate area. The next quarterly meeting will be October 22, 2019. Everyone is encouraged to email Micki or Gail with suggestions for the next meeting. (Cont.)

SURVIVING SPOUSE CORNER (Cont.)

LTG Atkins' most recent weekly update, provided the following:

* **“SBP-DIC Update:** It is heartening to see the commitment and resources WUSA9 in Washington DC puts into a campaign to shine a light on the injustice of the Widow’s Tax. They just published another powerful installment, updating everyone on the status and asking audiences to contact their legislators. This will be woven into materials available for our stormers to review and will be part of our ongoing campaign in social media and other platforms. It is important to note they’ve produced at least seven pieces aired and shared since Feb 15. In addition to storming efforts, I encourage you to “tweet” a thank you to @AnnieYuTV with links and/or send WUSA’s Stefanie Wilson a thank you email to WUSA for all they are doing SWILSON3@wusa9.com. The station president is Richard Dyer: WUSA9, 4100 Wisconsin Ave, Washington, DC 20016. MOAA will be sending its own note and considering ways to acknowledge. If you’d like to review the seven significant pieces done by WUSA9, this link provides access: <https://www.wusa9.com/section/news/national/military-news/spouse-benefits> The Surviving Spouse Virtual Chapter is open to Surviving Spouses only but you need to register to gain access. Applications can be obtained by contacting Craig Smith for a hard copy to mail or obtain an email version. My contact info is below craigsmith03905@yahoo.com or call 207-703-3402. Or by contacting the two Chair persons below. I am providing for any surviving spouse a mail in version of the application for your convenience (see next page of newsletter).

Gail Joyce
mssvc02@gmail.com
(214) 676-2132

Micki Costello
mssvc02@gmail.com
(214) 770-4140



**APPLICATION FOR MEMBERSHIP IN THE
MOAA SURVIVING SPOUSE VIRTUAL CHAPTER**

Yes! I would like to be part of this exciting new venture! Please accept my application below. I understand I must meet two criteria and certify I am both a member of national MOAA *and* (please check applicable criteria):

____(a) a surviving spouse of a uniformed services member (CWO and above)

____(b) the spouse of a uniformed services member of MOAA and currently serving as a surviving spouse liaison

____(c) a uniformed service member currently serving as a surviving spouse liaison.

NAME (LAST, FIRST & MIDDLE):

MOAA#: **IF NOT A MOAA MEMBER, JOIN ONLINE AT MOAA.ORG/JOIN**
(if you are a Surviving Spouse Liaison, please provide your spouse’s MOAA#)

HOW LONG HAVE YOU BEEN A SURVIVING SPOUSE? **Applicant’s DOB: dd/mm/yyyy**

SPOUSE’S NAME (if applicable): **RANK (if applicable):**

SERVICE (SPOUSE): ARMY AIR FORCE MARINE CORPS NAVY COAST GUARD NOAA
 PUBLIC HEALTH SERVICE

EMAIL ADDRESS: **BEST PHONE #:**

MAILING ADDRESS:

I HAVE A FACEBOOK ACCOUNT, AND I AM COMFORTABLE WORKING ON FACEBOOK:
 YES NO

You can either:

a. Complete this form on your computer, save it, and then email it as an attachment to mssvc02@gmail.com, or

b. Print out the form, fill it in by hand, and mail to 8605 Calviton Court, Granbury, TX 76049

Please email or call any of the names listed below with questions you might have. Thanks for joining us!

Gail Joyce mssvc02@gmail.com 214-676-2132	Pat Farnsworth mssvc02@gmail.com 505.263.4730	Micki Costello mssvc02@gmail.com 214-770-4140	MOAA Councils & Chapters chapters@moaa.org 800-234-6622
--	--	--	---

ALAN KENT NEEDS HELP: DAV VAN DRIVERS NEEDED!!!

As many of you know, the DAV supplies the local VA Clinic with 2 vans to be used to drive disabled veterans to Bay Pines VA Hospital, Bradenton VA Clinic and Cape Coral VA Hospital. The hospital pays for fuel & maintenance. We need to supply the drivers. Currently we are down to FOUR drivers... with a commitment of 12 - 20 runs per month. We lost a half dozen snowbird drivers who went home. We have 3 or 4 out with illnesses and/or injuries.

We NEED YOUR HELP. We need about a half dozen more drivers to drive at least one day per month. Most of the current drivers are former enlisted folks... a few, like me, are officers. There is no shame being an officer who drives enlisted to their appointments! I have been doing this for 10 years and enjoy almost every trip I drive! I am thrilled to be able to help them.

These veterans we transport are, for the most part, those who cannot afford to own a car or are physically unable to drive the 220 mile round trip to St Petersburg. Give up a day each month to help them... and you'll enjoy all the "sea stories" that you hear on the van!

Please contact our Van Coordinator, Fred Norton, at the Sebring VA Clinic at 863-471-6227, ext 22697.

Many thanks!!!

If you want to sign up for a range of updates from MOAA National, you can go to: http://moaa.highroadsolution.com/moaa_preference_page/

[EmailSearch.aspx](#) and follow the prompts. It gives various options for the type of information desired, as well as the frequency you may wish to receive it. Don't miss out on this valuable resource!

Are you looking for a way to serve veterans in a very direct and meaningful way?

Well, here is your chance. The County Veteran Services Office, located right behind the Watering Hole restaurant is short staffed and needs help desperately. They need someone to answer phones, greet folks coming in, and generally serve as an all-around receptionist. There is no pay for this job, but there is reward—the reward of helping our veterans. If you want to volunteer, call Denise Williams or Carol West at 863-402-6623.

Would you like to buy a MOAA polo shirt or some other MOAA item? Go to the MOAA "Store," click on the following link: <http://www.tmgwebstores.com/moaa/default.html> You can also call them at 1-866-860-9293.

WHO CAN JOIN MOAA?

MOAA membership is open to all officers, commissioned or warrant, whether on active duty, retired, former, reserve or national guard of all the seven uniformed services, including the Army, Navy, Marines, Air Force, Coast Guard, National Oceanic and Atmospheric Administration (NOAA) and the Public Health Service.

Nametags: If you don't have and DO want a chapter nametag, please let us know. We need your info as you want it to appear on the tag: Name, Rank, Service. Spouse/significant other's name. The cost is \$10.00 each. Here is an example:



Chapter Calendar

13 September 2019. Dinner/Social with spouses/better halves/significant others: 6:30 PM, Caddy Shack. 3122 Golfview Road, Sebring, FL

2 October 2019. Board Meeting: 1700 (5:00 PM) Business Meeting, 1830hrs (6:30 PM). Venue: Sea Services Museum, 1402 Roseland Ave., Sebring, FL 33870, (corner of Kenilworth and Roseland, about a mile east of Sebring High School).

7 November 2019. Dinner/Social with spouses/better halves/significant others: 6:30 PM, Island View at Sun N' Lake, 5223 Sun N' Lake Blvd.

4 December 2019. Board Meeting: 1700 (5:00 PM) Business Meeting, 1830hrs (6:30 PM). Venue: Sea Services Museum, 1402 Roseland Ave., Sebring, FL 33870, (corner of Kenilworth and Roseland, about a mile east of Sebring High School).

September Birthdays:

6 September:	Jim Lashley
12 September:	Dick Miller
15 September:	Del Smith

Editor's Note: If your birthday is not recognized, it is because you did not include it on your application form. Please contact our Secretary, Mark Milia at 407-222-4867, and provide the same.

New Member: Jim Burhans

MOAA Legislative Goals for 2019:

- Ensure any TRICARE reform sustains access to top-quality care.
- Prevent disproportional TRICARE fee increases.
- Sustain military pay comparability with the private sector.
- Block erosion of compensation and non-pay quality of life benefits.
- End financial penalties for military survivors.
- End concurrent receipt penalties for military retirees.
- Achieve equity of benefits for Guard/Reserve members with their active duty counterparts.
- Strengthen DoD-VA collaboration and services to support wounded warriors and an expanding population of women veterans.
- Ensure timely access to service-earned VA benefits.
- Protect military and veteran family support programs and policies.

Take Action. MOAA Legislative Action Link:

<http://www.moaa.org/takeaction/?tab=Legislative-Action-Center#Legislative-Action-Center>

PURPOSES OF THE MILITARY OFFICERS ASSOCIATION OF AMERICA

The Military Officers Association of America (MOAA) is a not-for-profit corporation that is operated exclusively to further the interests of the nation and its uniformed services personnel, their family members, and survivors.

From the preamble to the Bylaws of The Military Officers Association of America

- To inculcate and stimulate love of country and flag;
- To defend the honor, integrity, and supremacy of our National Government and the Constitution of the United States;
- To advocate military forces adequate to the defense of our country;
- To foster the integrity and prestige of uniformed service;
- To foster fraternal relations between all branches of the various Services from which our members are drawn;
- To further the education of children of Service personnel;
- To aid personnel of the Services from which our members are drawn, and their family members and survivors, in every proper and legitimate manner; and
- To present their rights and interests when Service matters are under consideration

We unite to form THE MILITARY OFFICERS ASSOCIATION OF AMERICA

TAKE ACTION!!

www.moaa.org

Chapter Members in Action



Micah Marsh: Air Force JROTC (now Senior ROTC) cadet Micah Marsh was our guest speaker for the August meeting. He gave an incredibly detailed and interesting presentation on the Battle of Kursk. This was the largest tank battle in history, fought between the Germans and Soviets. Cadet Marsh was cadet commander in his senior year at Sebring HS. He is now a freshman cadet at Embry-Riddle Aeronautical University.

LOE 5-Star: Our chapter was again honored with the MOAA National 5-Star Levels of Excellence Award for calendar year 2018. This makes 4 years in a row and is the highest honor MOAA can bestow on a chapter. Congrats to all!!

Chapter Members in Action



Our very own Mark Colbert, Col, USAF (Ret), and head honcho at Sebring High School Air Force JROTC was honored X 2 as the Highlands County Educator of the Year and as one of 8 "Regional Instructors of the Year" (in the nation) for the entire Air Force JROTC program. Mark will be governor of Florida in no time and Mike Borders already has dibs on being his chauffeur.



LTC Craig Smith, a member of our chapter took part in the promotion of his son Michael Smith as he was promoted to Major in the AF reserve. It was an honor as so few parents get to "pass the torch." Craig read the oath and Mike's 4 year old son pinned him. MOAA members always serving.

USEFUL ADDRESSES, PHONE NUMBERS AND WEB SITES

Air Force Retiree Services: (800) 531-7502;

www.retirees.af.mil

Arlington National Cemetery: (703) 607-8000;

www.arlingtoncemetery.org

Armed Forces Retirement Home: (800) 422-9988;

www.afrh.gov

AAFES: (214) 312-2011; www.aafes.com

Army Retired Services: (703) 571-7232; [https://](https://soldierforlife.army.mil/retirement)

soldierforlife.army.mil/retirement

Burial at Sea: (866) 787-0081; [http://www.public.navy.mil/](http://www.public.navy.mil/bupersnpc/support/casualty/mortuary/Pages/BurialAtSea.aspx)

[bupersnpc/support/casualty/mortuary/Pages/](http://www.public.navy.mil/bupersnpc/support/casualty/mortuary/Pages/BurialAtSea.aspx)

[BurialAtSea.aspx](http://www.public.navy.mil/bupersnpc/support/casualty/mortuary/Pages/BurialAtSea.aspx) Combat Related Special Compensation:

[http://www.secnav.navy.mil/mra/CORB/Pages/CRSCB/](http://www.secnav.navy.mil/mra/CORB/Pages/CRSCB/default.aspx)

[default.aspx](http://www.secnav.navy.mil/mra/CORB/Pages/CRSCB/default.aspx) DEERS: (800)-538-9552, Fax: (831) 655-8317;

www.tricare.osd.mil/deers

Defense Commissary Agency: www.commissaries.com

DFAS Casualty Assistance Branch: (800) 321-1080 or (216)

5225955; (For Reporting a Retiree's death, option #1)

I.D. Cards Benefits and Eligibility: (866) 827-5672; [https://](https://www.dmdc.osd.mil/rsl/appj/)

www.dmdc.osd.mil/rsl/appj/

[site;jsessionid= liU5y-4sPqyCtIimgUJThnUWUeAanhbl5E](https://www.dmdc.osd.mil/rsl/appj/site;jsessionid=liU5y-4sPqyCtIimgUJThnUWUeAanhbl5EaGXQn4lh2pEEKpso!416826654?execution=e1s1)

[aGXQn4lh2pEEKpso!416826654?execution=e1s1](https://www.dmdc.osd.mil/rsl/appj/site;jsessionid=liU5y-4sPqyCtIimgUJThnUWUeAanhbl5EaGXQn4lh2pEEKpso!416826654?execution=e1s1)

Internal Revenue Service: (800) 829-1040; www.irs.gov

Marine Corps Retired Affairs: [https://](https://www.manpower.usmc.mil/webcenter/portal/MRAHome)

[www.manpower.usmc.mil/ webcenter/portal/MRAHome](https://www.manpower.usmc.mil/webcenter/portal/MRAHome)

(Hover over "Veteran Marines " then click on "Retired Services")

Medicare: (800) 633-4227. TTY: (877) 486-2048;

www.medicare.gov

Military Officers Assoc. of America: (800) 234-6622;

www.moaa.org

National Burial Services: (800) 697-6940

NPC Navy Reserve Personnel Management (PERS 9):

(866) 827-5672; [www.npc.navy.mil/career/](http://www.npc.navy.mil/career/reservepersonnelmgmt/Pages/default.aspx)

[reservepersonnelmgmt/Pages/default.aspx](http://www.npc.navy.mil/career/reservepersonnelmgmt/Pages/default.aspx)

Navy Casualty Assistance: (800) 368-3202

Navy Retired Activities Office: (866) U-ASK-NPC

(866-827-5672)

MILL RetiredActivities@navy.mil; [www.npc.navy.mil/support/](http://www.npc.navy.mil/support/retired_activities/Pages/default.aspx)

[retired_activities/Pages/default.aspx](http://www.npc.navy.mil/support/retired_activities/Pages/default.aspx)

Reserve Component SBP: (866) 827-5672 ask for PERS-912

Retiree Dental — Delta Dental: (888) 838-8737;

www.trdp.org

Servicemembers Group Insurance (SGLI): (800)

419-1473; www.insurance.va.gov

Social Security Administration: (800) 772-1213;

www.ssa.gov

Pay/SBP Questions: www.dfas.mil. Pay inquiries and update of pay or SBP records in case of death, divorce, or remarriage:

Retiree:

Defense Finance and Accounting Service

U.S. Military Retirement Pay

P.O. Box 7130 London KY 40742-7130

(800) 321-1080, (216) 522-5955

SBP/RSFPP annuitant:

Defense Finance and Accounting Service

U.S. Military Annuitant Pay

P.O. Box 7131 London KY 40742-7131

(800) 321-1080, (216) 522-5955

(800) 669-8477; www.insurance.va.gov

Burial information: (800) 827-1000; www.cem.va.gov

GI Bill: (888) 442-4551; www.gbill.va.gov

VA: www.va.gov **Regional offices:** (800) 827-1000

(overseas retirees should contact the American Embassy/consulate)

TDD (800) 89-4833

Insurance: A Regional Office and Insurance Center

PO Box 7208 (claims inquiries) -ORPO

Box 7327 (loans) -ORPO

Box 7787 (payments)

Philadelphia PA 19101

(800) 669-8477; www.insurance.va.gov

Now and Always We'll be There.



1-800-247-2192 • www.moaainsurance.com