



# Heartlander

South Central Florida Chapter

May 2020



## 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:** Glenn West, tel. 614-296-5881  
**Treasurer,** David Grey, tel. 785-282-5445  
**Secretary:** Doug Tait, tel. 863-385-1763  
**Recruiting/Retention:** Bob Posthumus, tel.: 757-876-4751  
**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](http://www.scfcmoaa.org)

**Florida Council of Chapters website:** [www.moaaf.org](http://www.moaaf.org)

**Take Action. MOAA Legislative Action Link:**

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

**5 May 2020.** Dinner/Social with spouses/better halves/significant others:

**CANCELLED**

**3 June 2020.** 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

### President's Message:

Here we go again, or rather, here we are—still!! I am pretty sure that none of us had ever thought we would experience anything like the ongoing Coronavirus crisis. Depending on what networks you watch or what websites you look at, either: the worst is yet to come, or the worst is over; it's all China's fault, or it's all Trump's fault, or it's all the Democrats fault; our liberties are being trampled, or we have to make sacrifices to get through this; you are out of toilet paper, or you still have some.... Well, whatever the case, we have to adjust, react to, and live with the consequences of what policies our elected leaders have put into place. With regard to our scheduled 5 May dinner/social at the Caddy Shack restaurant, I think it is safe to say that we will opt to stay safe and **CANCEL** the dinner. As of this writing, the situation is not clear enough to move forward with it. Even if things are getting "back to normal," many of you would not feel comfortable going into a public setting with the close quarters that a sit-down dinner would involve. I am hopeful that by our chapter meeting scheduled for 3 June at the Sea Services Museum, things will be back on track. Our next dinner/social after that is scheduled for 7 July at (Cont.)

### President's Message: (Cont.)

Victoria's restaurant in the Spring Lake neighborhood. You can find details on that in the calendar here in the newsletter.

There are several great info items in the "Did You Know" section below, plus some good info on scams included in the "Surviving Spouse Corner," and a couple of nice features about our chapter support to JROTC programs as well as the MOAA National awards our chapter and our Florida Council of Chapters (FCoC) has received.

On behalf of the board, please know you can reach out to any of us at any time for assistance. We hope you are doing well and coping well with the current situation.

Confident that as Americans, we will get through this, we look forward to seeing you soon.

### Did You Know?

#### Our Chapter Website Has a New Look

I sent a note about this a few weeks ago, but I wanted to mention it once again since there is another note about our website elsewhere in this newsletter. If you go to [www.scfcmoaa.org](http://www.scfcmoaa.org), you will see our website. From time to time, new info is posted to the front page, to the news section, new members are welcomed, and other items of interest are posted. One of the most important items is on the right side of the home page. This is the easiest way to TAKE ACTION. This is the big blue box with the red star. Just below it is the "Check Out" box. When you click on this "Check Out" box, it will direct you to MOAA National's TAKE ACTION page. This allows you to send "canned" messages to your two senators and your congressional representative. I highly encourage you to do this on a frequent basis. I tend to do so every Thursday morning, just to have it on my schedule and make sure I don't forget. Elsewhere on the webpage, you will find photo galleries. These are in the Member Resources tab. Take a look and you will find photos going back quite a good while since we reestablished the chapter. The Member Resources also has tabs on Surviving Spouse and Personal Affairs. This is good info, is up to date, and could save you a lot of trouble at a later date. I would appreciate it if you would explore the website and let me know what you think. We are always open to suggestions and ideas.

**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. They have everything from men's and ladies' polos, coffee cups, hats, you name it.

## Did You Know 2? Eligible Veterans can get free Facebook Video Portal



Eligible Veterans can now receive free Portal from Facebook video calling devices thanks to a partnership with Facebook and the American Red

Cross Military Veteran Caregiver Network. The devices help veterans connect with their caregivers, families and friends to reduce isolation and improve social connectivity. Facebook donated over 7,400 Portal video calling devices for Veterans and their Caregiver or family member. Veterans and families in VA's Office of Caregiver Support program, VA's Geriatric Services and Extended Care program, or individuals identified as at-risk for suicide by a VA provider are eligible to receive Portals through this program. "Veterans, families and caregivers will benefit through an increased support system," said VA Secretary Robert Wilkie. "Our goal is for Veterans to feel less isolated through more communication. We believe this technology will help Veterans who might otherwise be unreachable." The President's Roadmap to Empower Veterans and End a National Tragedy of Suicide, or PREVENTS, office initiated the partnership.

"As a proud supporter of the military and Veteran community, Facebook is committed to providing Veterans with meaningful ways to connect with the people they care about," said Payton IHEME, Military and Veteran Policy Lead at Facebook. "We hope that by using these Portal video calling devices Veterans and their caregivers will be able to feel less isolated and more present with their friends and family no matter where they are."

**Eligibility:** Veterans and families in the VA's office of Caregiver Support Program, the VA's Geriatric Services and Extended Care Program, or individuals identified as at-risk for suicide by a VA provider

**About the devices:** Portal from Facebook is a home video communications device that makes it easier for people to connect with each other. The Portal video-calling devices have a Smart Camera that keeps up with the action so people can move and talk hands-free. If someone enters the room, the camera automatically widens to keep everyone in view. Portal's Smart Sound enhances the voice of whoever is speaking while minimizing unwanted background noises. Veterans and their caregivers can use Portal to make video calls to their contacts on Messenger and WhatsApp. This allows them to easily video call with friends and family even if they don't have Portal. WhatsApp calls are end-to-end encrypted. Messenger calls encrypt in-transit. Users can completely (Cont.)

## Did You Know 2? (Cont.)

disable the camera and microphone with a single tap. They can also block the camera lens with the camera cover provided. The devices also have Alexa built-in. This allows users to listen to music, set a timer, add items to a shopping list and more. When not on a call, Portal can display Facebook photos and videos. Users can also choose to upload photos through the Portal app. The devices do not come with Internet service provided. Both the Veteran and the Caregiver or family member must have a 2.4GHz or 5GHz WIFI capability. This can include a cell phone with hotspot connectivity. Facebook will provide free [help desk services](#) and technical assistance for Veterans and their Caregiver or families. Users must have a Facebook or WhatsApp account to use the devices.

**Getting a device:** The American Red Cross Military Veterans Caregiver Network website will host the link to request a pair of free Portals by Facebook. The American Red Cross will store and ship the Portals on behalf of VA. Veterans, Caregivers and families can request the Portals through the Military and Veteran Caregiver Network at <https://www.redcross.org/get-help/military-families/services-for-veterans/military-veteran-caregiver-network/request-your-va-facebook-portal.html>. Use Google Chrome for the best experience. "The American Red Cross Military and Veteran Caregiver Network is honored to play a role in the distribution of these Portals by Facebook in partnership with VA," said Melissa Comeau, American Red Cross Military Veteran Caregiver Network. "This partnership is committed to meeting the needs of military and Veteran caregivers who are experiencing social isolation and is achieved through a shared appreciation for the use of technology to bring support." Once Veterans apply through the link, VA will validate that the Veterans are in one of the VA programs. Once the Red Cross receives confirmation of eligibility from VA, the portal shipping process starts. The process can take from four to six weeks.

## Did You Know 3? CARES Act helping VA boost protections for Veterans

**WASHINGTON** – The U.S. Department of Veterans Affairs (VA) has begun implementing the [Coronavirus Aid, Relief and Economic Security Act or CARES Act](#), signed into law March 27, to protect America's Veterans. The CARES Act is best known as the law providing \$2.2 trillion in economic relief to Americans and has language critical to ensuring the safety of Veterans. "President Trump signed this legislation into law with a sharp eye on ensuring the safety of our nation's Veterans," said VA Secretary Robert Wilkie "Since the President signed the CARES Act, (Cont.)

### Did You Know 3? (Cont.) CARES Act helping VA boost protections for Veterans

VA has been moving quickly to implement the President's intent to hire new staff, take care of homeless Veterans, use our cutting-edge telehealth technology to keep appointments, help state-run Veterans homes."

The bill contains important funding increases in support of VA's nationwide response to the challenge.

This includes \$17.2 billion for the Veterans Health Administration, where money is already being used, to hire new staff and make sure existing personnel have the resources they need to deal with the evolving needs of the pandemic.

The funding has also been used to add beds, provide overtime pay and purchase needed supplies such as ventilators, pharmaceuticals and personal protective equipment.

Other CARES Act benefits to Veterans includes:

#### Homelessness

- Increasing the amount to support the additional costs of aiding Veterans in today's more difficult economic circumstances. Before the CARES Act, VA provided up to \$48.50 per day for each Veteran that grantees assist.
- Expecting loan servicers to comply with all home loan related provisions of the CARES Act, giving borrowers the right to loan forbearance upon request and protecting against foreclosures, evictions and adverse credit reporting. During the COVID-19 emergency, servicers must also comply with all other federal, state and local requirements implemented to address the servicing of home loans.

#### Telehealth

- Allowing VA to enter into short-term agreements with telecommunications companies to deliver free or subsidized support for mental health services through a telehealth connection or VA's Video Connect service.
- Working to ensure Veterans participating in the HUD-VA Supportive Housing program (HUD-VASH) have access to telehealth equipment.

#### State Veterans Homes

- Waiving a requirement that VA state homes maintain a 90% occupancy rate in order to receive federal benefits for times when the Veteran is not in the home. The change recognizes the importance of social distancing, especially among the older Veteran population.
- Permitting State Veterans Homes to admit more spouses of Veterans and Gold Star parents.

Additionally, the CARES Act law allocates \$150 million for emergency State Veterans Home construction and \$2.15 billion for information technology.

### Did You Know 4? You Have Options if your ID Card Expires During the Coronavirus Outbreak

Below, you'll find links and guidance from DoD regarding changes to policy and waivers for some expired ID cards. Note: This information was compiled by MOAA on April 8, and DoD policies related to the COVID-19 pandemic have changed rapidly; get the latest ID card guidance, instructions, and forms at [www.cac.mil/Coronavirus](http://www.cac.mil/Coronavirus).

#### The Basics

- If your uniformed Services ID Card (USID) has an expiration date between Jan. 1, 2020, and today, and your affiliation/status has not changed, *you may still use it to receive benefits*. This rule is in effect through Sept. 30, 2020.
- DoD has expanded availability of off-site ID renewals and reissuances. You'll be able to enroll new family members and update some of your information via mail or fax. More information, including where to send the required documents, is available at [CAC.mil](http://CAC.mil) and under the "[Service Specifics](#)" header below. You also can contact your nearest Real-Time Automated Personnel Identification System (RAPIDS) location for more details; find yours [here](#).
- Remotely issued cards will expire no more than a year after they are issued.
- The minimum age for dependents to require an ID has been raised from 10 to 14.

#### Resources and Assistance

- Schedule an appointment at your nearest RAPIDS location [here](#). You also can email [mc-alex.dmdc.mbx.customer-ops@mail.mil](mailto:mc-alex.dmdc.mbx.customer-ops@mail.mil).
- Members turning 65, children aging out, Guard/Reserve, members transitioning to retirement, or first-time enrollments, please download [this document \(PDF\)](#) to find out what forms you'll need to apply remotely for new IDs and ID renewals. Pay careful attention to what forms you'll need and where to send them.
- If you are turning 65, you must enroll in Medicare Parts A and B and have your Medicare card before updating your ID card. Check the [milConnect site](#) to check your Medicare status with TRICARE. Your current card will work until your updated card arrives.
- Policy questions involving ID cards and/or benefits can be emailed to [dhracacpolicy@mail.mil](mailto:dhracacpolicy@mail.mil).

## SURVIVING SPOUSE CORNER

### Craig Smith, Surviving Spouse/Personal Affairs Chair

I have to start this month's newsletter by hoping everyone is hanging in there, and we are all doing well while we shelter in place and self-quarantine. The Corona Virus has affected every aspect of our lives and all of us have learned a new way of living. I know each of us have learned lessons, by that I mean as seniors we must be prepared for isolation and be well stocked with emergency supplies. I could not believe friends and family who could not get a roll of Toilet Paper for over two weeks. If you were lucky you had a backup roll. I had to get a small bottle of Tylenol; at my Pharmacy I got the very last bottle on the shelf, not the one I wanted but it will do. I can imagine all of us had the same experience with an item we needed and could not get it. Just a month before the shelves were full. Now its "social distance, lower the curve, self- quarantine, shelter in place and wash your hands while singing happy birthday".

How the world has changed, so be prepared. And even during these times the scammers are out there taking advantage of the crisis. Continuing my presentation on the subject here are three more to be aware of:

**Telemarketing/phone scams**, are on the increase. It's no wonder, as seniors as a group make twice as many purchases over the phone than the national average.

Some can't drive and are just shut-ins. So, the scammers once they find an easy target that will share the info. It's very difficult to shut these guys or gals down as there's rarely a paper trail. Be aware that right now charity scams are on the rise during this natural disaster.

**Internet fraud**, one of the most obvious is the pop-up browser warning of a virus (on the computer) offering virus scanning software which does nothing for a substantial price, or downloads an actual virus that gathers your private and financial information for their use.

**Phishing scams**, are emails that appear and look official and look to be from legitimate institutions that you deal with all the time, asking to update or verify your personal information, again you're giving away your data to a scammer.

I know I feel the same way you do, in this technological world, we just have to be very, very cautious giving out our information, without checking with a loved one first. As soon as the caller asks for money or financial info, you are the first line of defense. Tell the caller you will call back or call later and hang up. You should remember its best for you to initiate any financial dealings.

If you have a specific question or concern the following MOAA National Chairpersons are more than willing to help you address your specific concern, as am I. Their contact information is below:

Gail Joyce  
[mssvc02@gmail.com](mailto:mssvc02@gmail.com)  
(214) 676-2132

Micki Costello  
[mssvc02@gmail.com](mailto:mssvc02@gmail.com)  
(214) 770-4140

## May Birthdays:

5 May—Dale Stark  
16 May—Randy Smith  
19 May—Joe Suggs  
20 May—Alan Kent  
29 May—Bob Loughren  
29 May—Russ Ramsey

**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, Doug Tait at 863-385-1763, and provide the same.

## 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!!!

Alan Kent, LCDR, SC, USN-RET

**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:



## 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.

## MOAA Legislative Goals for 2020

- Ensure any changes to the Military Health System sustain military-medical readiness and beneficiary access to top-quality care.
- Sustain military pay comparability with the private sector and block erosion of compensation and non-pay quality of life benefits.
- Protect family support programs, and ensure military-provided services (housing, PCS, childcare) are affordable, readily available, and meet quality standards.
- End financial penalties for military survivors.
- End concurrent receipt penalties for military retirees.
- Achieve equity of benefits, protections and administrative support for Guard/Reserve members consistent with their active duty counterparts.
- Ensure timely access to service-earned benefits, and resist proposals to erode foundational services delivered through VA and DoD.
- Support legislation, policies, and programs to enable the seven uniformed services' ability to recruit, retain, and manage personnel.

### 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](http://www.moaa.org)

## Chapter Calendar

**5 May 2020. CANCELLED**

**3 June 2020.** 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 July 2020** Dinner/Social with spouses/better halves/significant others: 6:30 PM, Victoria's of Spring Lake, 100 Clubhouse Lane, Spring Lake, Sebring 33876.

**5 August 2020.** 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).

**8 September 2020** Dinner/Social with spouses/better halves/significant others: 6:30 PM, Dimitri's Banquet Room, 2710 Kenilworth, Sebring 33870

**7 October 2020.** 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).

**5 November 2020.** Dinner/Social with spouses/better halves/significant others: 6:30 PM, Caddyshack. 3122 Golfview Rd., Sebring.

**2 December 2020.** 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).

**15 January 2021.** 2nd Annual Gala at the Island View Restaurant at Sun N' Lake clubhouse, 5223 Sun N' Lake Blvd, Sebring. Time to be determined.

### 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](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.

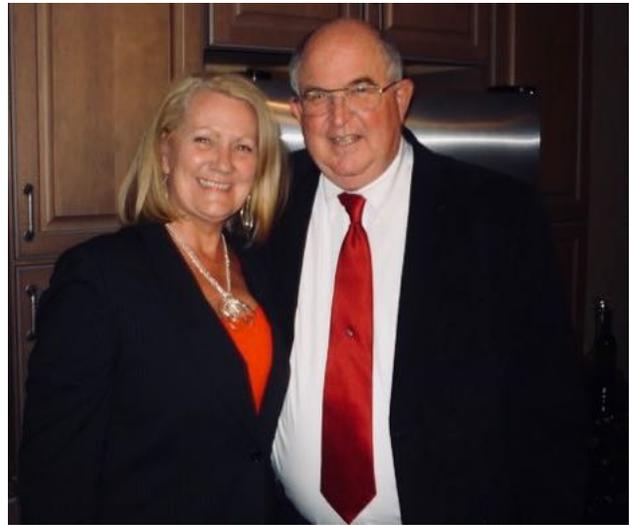
The Heartlander is published monthly by members of the South Central Florida Chapter of Military Officers Association of America, P.O. Box 7841, Sebring, FL 33872. The Chapter is an apolitical and not-partisan, non-profit organization affiliated with National MOAA and the Florida Council of Chapters, MOAA, not associated with the Department of Defense. The views expressed do not necessarily reflect the views of MOAA, the Florida Council of Chapters, the Chapter or DOD.

## WE ARE PROUD OF OUR MOAA NATIONAL AWARD WINNERS

Did you know that our chapter is recognized by MOAA National as one of the best in the country? Every year since reestablishing the chapter, we have won the 5-star “Levels of Excellence” award from MOAA. This is a nation-wide competition that only about 1 in 5 chapters qualifies for. It is kind of like the good old “IG” inspection. It is a review of chapter operations, administration, activities, programs, etc. We are proud of our accomplishments and your support as chapter members make up a large part of the award. Our chapter is also recognized as a 5-star winner for the “Colonel Marvin J. Harris” Communication award. This is another annual competition that looks at chapter newsletters and websites. Our ace newsletter editor Bob Brooks consistently turns in a great product—the *Heartlander*, so give him a pat on the back next time you see him. Our website doesn’t have lots of bells and whistles, waving flags, galloping horses, or other such fluff. But it does contain great information and unlike some websites, is actually updated at least monthly. It even contains a link to our newsletters so you can always go to the newsletter on the website: [www.scfcmoaa.org](http://www.scfcmoaa.org). Finally, you may not know it, but the only reason I asked my dear old friend George Cajjigal to join the chapter is that I knew how talented his wife Polly Parks-Cajjigal was. She is the editor of the Florida Council of Chapters (FCoC) bi-monthly newsletter known as the *Communiqué*. You can access Polly’s 5-star winner on our FCoC 5-star winning website: [www.moaaf1.org](http://www.moaaf1.org). Hats off to Bob and Polly for their great work. Below is a picture of Polly, Bob, and the medals that go on our chapter flag streamer.



George Cajjigal and Polly Parks-Cajjigal



Bob and Peggy Brooks



### **MOAA JROTC AWARD PROGRAM**

You may or may not be aware of a great program we support at six high schools in our chapter's "Catchment Area." These six high schools have JROTC programs—3 US Air Force and 3 U.S. Army. The programs are at Okeechobee, Hardee (Wuachula), DeSoto (Arcadia), Avon Park, Sebring, and Lake Placid. Four of these have OIC's who are members of the chapter: COL, USA (Ret) Warren Johnson of Lake Placid; Col, USAF (Ret) Sandy Rhoades of Avon Park, Col, USAF (Ret) Mark Colbert of Sebring; and Lt Col, USAF (Ret) Steve McDaniel of Wuachula. The other OIC's live in other chapter areas, though their high schools are in our area. They are MAJ, USA (Ret) Donovan Locklear of Okeechobee, and LTC, USA (Ret) Ron Baynes of Arcadia. In the unusual circumstances we find ourselves in this year, we will not make presentations this semester, but rather will do the presentations at the beginning of next school year. We always give the award to a Junior—that way they can wear the award during their Senior year in high school. These Department of Defense approved awards are also given to college ROTC students by MOAA chapters that have Senior ROTC program colleges in their areas. Here is a picture of the ribbon and medal. It comes with a very nice MOAA certificate. As a final note, your participation in the chapter helps make these awards and the program possible—even though they are relatively inexpensive, a portion of your dues go to the purchase of the awards. For that we are most grateful.



# Now and Always We'll be There.



1-800-247-2192 • [www.moaainurance.com](http://www.moaainurance.com)

## USEFUL ADDRESSES, PHONE NUMBERS AND WEB SITES

Air Force Retiree Services: (800) 531-7502;  
[www.retirees.af.mil](http://www.retirees.af.mil)

Arlington National Cemetery: (703) 607-8000;  
[www.arlingtoncemetery.org](http://www.arlingtoncemetery.org)

Armed Forces Retirement Home: (800) 422-9988;  
[www.afrh.gov](http://www.afrh.gov)

AAFES: (214) 312-2011; [www.aafes.com](http://www.aafes.com)

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

Burial at Sea: (866) 787-0081; <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/default.aspx> DEERS: (800)-538-9552, Fax: (831) 655-8317; [www.tricare.osd.mil/deers](http://www.tricare.osd.mil/deers)

Defense Commissary Agency: [www.commissaries.com](http://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://www.dmdc.osd.mil/rsl/appj/site;jsessionid=\\_liU5y-4sPqyCtImmgUJThnUWUeAanhb15EaGXQn4lh2pEEKpso!416826654?execution=e1s1](https://www.dmdc.osd.mil/rsl/appj/site;jsessionid=_liU5y-4sPqyCtImmgUJThnUWUeAanhb15EaGXQn4lh2pEEKpso!416826654?execution=e1s1)

Internal Revenue Service: (800) 829-1040; [www.irs.gov](http://www.irs.gov)

Marine Corps Retired Affairs: <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](http://www.medicare.gov)

Military Officers Assoc. of America: (800) 234-6622;  
[www.moaa.org](http://www.moaa.org)

National Burial Services: (800) 697-6940

NPC Navy Reserve Personnel Management (PERS 9):  
(866) 827-5672; [www.npc.navy.mil/career/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/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](http://www.trdp.org)

Servicemembers Group Insurance (SGLI): (800) 419-1473; [www.insurance.va.gov](http://www.insurance.va.gov)

Social Security Administration: (800) 772-1213;  
[www.ssa.gov](http://www.ssa.gov)

**Pay/SBP Questions:** [www.dfas.mil](http://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](http://www.insurance.va.gov)

**Burial information:** (800) 827-1000; [www.cem.va.gov](http://www.cem.va.gov)

**GI Bill:** (888) 442-4551; [www.gibill.va.gov](http://www.gibill.va.gov)

**VA:** [www.va.gov](http://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](http://www.insurance.va.gov)