
FORT LEE RETIREE BULLETIN

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FORT LEE, VIRGINIA

JUNE 2013

KEEPING OUR RETIREES INFORMED

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***"We make a living by
what we get,
but we make a life by
what we give"
... Winston Churchill***

***"Retirement may be an
ending, a closing,
but it is also a new
beginning."
... Catherine Pulsifer***



The Fort Lee Human Resources Directorate is committed to providing you, the retired men and women of the Armed Forces, with the best customer service. We truly appreciate your many years of devoted service in the security of our great nation.

RETIRED AND STILL SERVING

Please pay particular attention to our upcoming events section on pages 4 and 5. Saturday, October 26, 2013, will be the Retiree Appreciation Day (RAD) at the Soldier Support Center, Bldg 3400, 1401 B Avenue from 8:30 a.m. to 1200 noon. This is the new building on B Avenue between 13th and 16th Streets. The Keynote Speaker is LTC, retired, Terry Gerton, she is the Deputy Assistant Secretary for Veterans' Employment & Training Services, US Department of Labor. The Army Career and Alumni Program (ACAP) office and ID Card office will be open from 11:00 p.m. to 1:00 p.m. at the Soldier Support Center, Rooms 126 and 115 respectively.

The RAD is a great opportunity for retirees to renew old acquaintances and meet many new members of our retired community. During this time, various activities and presentations are scheduled to provide you with an update of your privileges and benefits as well as new programs. Please make plans to attend ... this is your day!



FORT LEE RETIREE COUNCIL

The Fort Lee Retiree Council was established to help our military retired community and their Families with any issues or concerns they may have. The Retiree Council is an integral part of the Army which is designed for interface between the retired community and the active duty forces. The Fort Lee Retiree Council would welcome all retirees that would like to be part of our council or volunteer to assist other retirees. Please join us and be a part of Fort Lee and all military and retired personnel programs. For membership or volunteer information please contact Retirement Services at (804) 734-6555/6973/7345 or usarmy.lee.imcom.mbx.lee-ima-rso@mail.mil.



VETERANS AFFAIRS CORNER

AGENT ORANGE EXPOSURE

Veterans may be eligible for disability compensation and healthcare benefits for diseases that the VA has recognized as associated with exposure to Agent Orange and other herbicides. Based on clinical research, the following diseases are on the VA's Agent Orange list of presumptive disabilities:

Acute and Subacute Peripheral Neuropathy	Ischemic Heart Disease
Acute Soft-Tissue Sarcoma	Multiple Myeloma
AL Amyloidosis	Non-Hodgkin's lymphoma
Chlorance	Parkinson's Disease
Chronic Lymphocytic Leukemia	Prophyria Cutanea Tarda
Diabetes Mellitus Type II	Prostate Cancer
Hodgkin's Disease	Respiratory Cancers (lung, bronchus, larynx and trachea)

If you are a Vietnam veteran and have been diagnosed with any of the above conditions, contact your nearest VA regional office.

Veterans with service-related injuries or illnesses always have access to VA care for the treatment of their disabilities without any time limit, as do lower-income veterans. Additional information about VA medical eligibility is available at <http://www.va.gov/healtheligibility>.

Currently VA is focusing on any and all claims submitted before July 2011.

Presidential Memorial Certificates

Presidential Memorial Certificates (PMC) are available for the Family Members and loved ones of deceased veterans. A Presidential Memorial Certificate is an engraved paper certificate, signed by the current President, to honor the memory of honorably discharged deceased veterans.

1. Fax your request and all supporting documents (copy of discharge and death certificate) to: (202) 565-8054
2. Mail your request and all supporting documents using either the U.S. Postal Service or a commercial mail service:

Presidential Memorial Certificates (41A1C) Department of Veterans Affairs
5109 Russell Road
Quantico, VA 22134-3903

2013 ACTIVITIES

FOR SPECIFIC DATE AND EVENT INFORMATION,
PLEASE VISIT OUR WEBSITE:
WWW.LEEEMWR.COM. YOU CAN ALSO FOLLOW
"FORT LEE FMWR" ON FACEBOOK.

FITNESS

MacLaughlin Fitness Center

Fort Lee's largest fully equipped fitness center has a basketball court, racquetball courts, free weight rooms, cardio machines room, saunas and various fitness classes to take. 765-3070

Clark Fitness Center

A fully equipped fitness center that offers a basketball court, racquetball courts, free weight room, cardio machine rooms and saunas. 734-6198

FUN

The HideAway

A rustic bar with a modern twist includes a large front porch and a 800 sq ft outdoor deck. Available for private parties. Karaoke is available during hours of operation. 765-1523

The Lee Club

A historic banquet and catering facility. Cater a party or have your receptions here! Look out for special dinner buffets offered throughout the year. 734-7541

The Lee Playhouse

This critically acclaimed venue houses theater productions throughout the year, including our own Kid Capers children theatre. Volunteer Opportunities available. 734-7182/6629

Regimental Club

Offers a daily lunch buffet and excellent catering options for your special event. A premier venue for evening entertainment through its lounges and dance floors. 765-1539

Bird's Nest Snack Bar

The Cardinal Golf Club - Open daily with a wide selection of hot and cold sandwiches, salads, beverages and other items are served. Call in your order to pick up. 734-2892

Action City Grill

Bowling Center - The Grille features a wide variety of food choices and an assortment of beer & wine coolers. 734-6860

Regimental Club

Offers a daily lunch buffet that includes entrees, salad bar, desserts & fountain drinks. 765-1523

RECREATION

Fort Lee Community Library

A community library located in ALU on the 2nd floor. Find periodicals, books, audio books, DVDs and computers. 765-8095

Picture Perfect Frame Shop

An in house custom framing and Arts & Crafts studio. You can mat prints, needlepoint pieces, puzzles, certificates and more! 734-6137

Auto Crafts

This 18-stall, self-help auto repair facility provides bay space, vehicle lifts, tools and a trained instructor on hand to provide assistance. 734-6859

The Cardinal Golf Club

A great golfing experience with a 27-hole championship course, a full practice range, 2 large putting/chipping greens, practice bunker and a fully stocked pro shop. 734-2899

Bowling Center

24-lanes of fun await your bowling shoes. Join a league

or reserve your party here!
We also offer special team-
building rates too. 734-6860

Outdoor Adventure Park

Outdoor fun is in the heart of
Fort Lee. A fully equipped
Skatepark, Disc Golf, Batting
Cages, a Rock Wall and a
new Outdoor Laser Tag area.
765-2212

Outdoor Recreation

Outdoor fun right around the
corner. We have various Outdoor
programs to include, Biking in
Battlefield Park, Horseback
Riding, Hunting, Fishing, Archery/
Trap & Skeet Ranges, Water
sports and many more activities. Not
to mention a Recreation Equipment
Rental center. 765-2212

Leisure Travel Services

Plan all of your fun events
here! You can save money
on amusement park admission
and movie tickets. Plan your
next vacation or cruise with
LTS. 765-3789

For event details, please visit leemwr.com or call 734-
7195

Military Retired Pay

The easiest way to get a copy of any of
your pay information is by using the
myPay website or contact myPay at 888-
332-7411 (option 5)

Website <https://mypay.dfas.mil/mypay.aspx>

On myPay retirees can:

- View, print or save Retiree Account Statements
- View, print or save Combat related Special Compensation Statements
- Start, Stop or change electronic allotments to financial institutions
- Change mailing address or email addresses, make changes to direct deposit information
- View, print or save IRS form 1099R
- Subscribe to Retiree Newsletter
- Request a new pin for your account
- And more...

Resetting myPay passwords

MyPay is making it easier to reset your password. Here's how:

1. Go to myPay home page at <https://mypay.dfas.mil>
2. Enter login ID and Password and click go
3. Agree to the terms of the user agreement
4. check the boxes besides the eight questions you want to answer
5. Click submit questions button
6. answer each question and click submit answers
7. Select main in the upper right corner of the page to begin using myPay

General contact number for DFAS

1-800-321-1080



Army Community Service

MAIN FACILITY

Bldg. 9023

1231 Mahone Ave.

Fort Lee, Va. 23801

Phone: 804-734-6388 or 1-866-507-7464

Fax: 804-734-6383

SATELLITE OFFICE

Bldg. 3400 Rm 102

1401 B Ave.

Fort Lee, Va. 23801

Phone: 804-765-7636

Fax: 804-765-7622

Army Community Service (ACS) Fort Lee assists commanders in maintaining readiness of individuals, Families and communities within America's Army by developing, coordinating and delivering services which promote self-reliance, resiliency and stability during war and peace. ACS has innovative programming, strong community partnerships and is fully accredited. We promote and foster: Army Community Service – "Putting Soldiers and Families First!"

ARMY FAMILY ACTION PLAN (AFAP)

AFAP is a process that allows Soldiers (Active Duty and Retired), Families and Civilians to say what's working and what isn't – AND what they think will fix it. It alerts commanders and Army leaders to areas of concern that need their attention and it gives them the opportunity to quickly put plans into place to work toward resolving the issues. Results include changes in legislation, policies, programs and services that strengthen readiness and retention.

AFAP Success: Military Savings Plan, BAH increased 11%, Survivor Benefit Plan and Social Security Offset, BOSS (Better Opportunities for Single Soldiers) and POV Storage.

Annual AFAP Conference Date: 1 & 3 October 2013 8:00 a.m. - 4:00 p.m.

Location: Liberty Chapel, Bldg 10600

Out Brief: 3 October 2012

Submit AFAP issues to: www.leemwr.com

Click on Community Services-Army Community Service-AFAP

ARMY EMERGENCY RELIEF (AER)

Emergency financial assistance is available to all military personnel, active and retired, and their Family Members in the following categories: food, rent, emergency travel, utilities, essential car repairs, funeral expenses, emergency medical/dental assistance and essential needs in the event pay is not received. Eligibility includes active-duty military, ARNG and USAR Soldiers on continuous active duty for more than 30 days, military-dependent Family Members and surviving spouses and orphans of Soldiers who died while on active duty or after they retired.

How can you get assistance? ACS/AER Point of Contact: Tonya Brock, (804) 734-7954

ARMY VOLUNTEER CORPS (AVC)

This program provides assistance in the recruitment, training and recognition of Installation volunteers and maintains a listing of volunteer positions available on the Installation. The AVCC links together Army volunteers throughout the community.

Ongoing Volunteer Opportunities:

Army Family Action Plan Conference

Pamplin Historical Park

John Randolph Medical Center

Lonesome Dove Equestrian Program

Petersburg National Battlefield

Friends of the Lower Appomattox

Boy/Girl Scouts of America



Kenner Army Health Clinic (KAHC) News

KAHC Appointing System

A Patient Appointment Line is available at Kenner. Calls are taken at Kenner by our own staff, who have a better knowledge of provider availability and clinic capability. Please call **1-866-LEE-KAHC (866-533-5242)**. The Patient Appointment Line is available from 7 a.m. until 5 p.m. Monday through Friday. For after-hours information or to speak to an on-call provider, please contact our front desk at 804-734-9000. If you think you have an emergency, please go directly to your nearest emergency room or dial 911. **MEDICARE and TRICARE For Life beneficiaries are NOT required to call for prior authorization for urgent care.**

Appointments can be scheduled by:

Calling the Patient Appointment Line: 1-866-LEE-KAHC (866-533-5242)

TRICARE Online: <https://www.tricareonline.com>

Army Medicine Secure Messaging Service (AMSMS):

<https://app.relayhealth.com/security/login/default.aspx>

In order to be respectful of the medical needs of the Fort Lee community, please be courteous and call the Patient Appointment Line no less than two hours prior to your scheduled appointment to cancel, which allows the medical staff sufficient time to offer the appointment to someone else. To cancel your appointment, please call the Patient Appointment Line: 1—866-LEE-KAHC (533-5242).

Army Medicine Secure Messaging System (AMSMS)

Army Medicine beneficiaries can now conveniently communicate online with their primary care providers via secure messaging.

Army Medicine Secure Messaging Service (AMSMS), powered by Relay Health, brings your healthcare team to you, wherever you are, any time of day. It allows you to communicate with your doctor through secure email about non-urgent healthcare matters, so your doctor or another care team member can respond during business hours.

Through AMSMS, you can contact your primary care clinic to:

- **Ask** questions and receive advice about non-urgent health concerns at your convenience
- **Request** appointments and referrals, even when your doctor's office is closed, so your clinic can respond and/or schedule them during business hours
- **Renew** medication prescriptions easily.

- **Request** laboratory and other test results, with an explanation from your doctor or other care team member attached, when appropriate
- **Avoid** unnecessary office visits and telephone calls
- **Access** valuable, medically reviewed health education information about a full range of healthcare topics and access links to doctor-recommended information and sites

Army Medicine Secure Messaging Service is a secure portal that is compliant with the Federal Health Insurance Portability and Accountability Act (HIPAA). Encryption technology and a stringent privacy policy protect patient personal information more securely than either the telephone or regular email. Patient information is only accessible by patients and their healthcare team.

AMSMS was launched to benefit patients through:

- **Increased access** to their medical care team
- **Faster, more successful** communication
- **Asynchronous communication** so provider and patient can communicate on different timelines when convenient
- **Encouraging active involvement** in their own care as a patient safety strategy by providing educational materials about topics important to their overall health and care, and giving patients the ability to access and add to their personal health record

AMSMS isn't only benefiting patients. Doctors and their staffs don't have to play phone tag with patients when they don't want to leave a voicemail with lab results. Nurses can spend less time on the phone and more time with patients when they can answer questions or arrange appointments or referrals through secure email.

It's easy to get started and there's no cost to patients. The benefits include no more waiting on hold to talk to a healthcare professional, and no more phone tag when trying to schedule an appointment or ask a question. To learn more, talk to your primary care clinic about getting connected to Army Medicine Secure Messaging Service.

To join Kenner Army Health Clinic's secure messaging system service, you will need to complete a registration form in the clinic on your next visit.

What's New in the Pharmacy

Kenner's Pharmacy is now open from 6 a.m. to 6 p.m. Monday through Friday.

TRICARE Pharmacy Program: Prescriptions may be filled through an MTF pharmacy, TRICARE pharmacy home delivery, a TRICARE retail network pharmacy, or a non-network pharmacy. Copayments apply except at MTF pharmacies. When not using an MTF pharmacy, home delivery is your least expensive option. You can receive a 90-day supply of **most** medications by mail for the same cost as a 30-day supply at retail network pharmacies. For details and cost information, visit www.tricare.mil/pharmacy.

Retiree Enrollment at Kenner

TRICARE enrollment at Kenner is currently open to retirees under age 65. Our providers are eager to serve you, and you'll find that we offer many services on site. Our TRICARE network is strong and, as a Kenner enrollee, you'll have access to world class specialty care within minutes of Fort Lee or where you live.

How TRICARE is Improving to Help You

TRICARE's Covered Service

TRICARE Standard and TRICARE Extra cover most care that is medically necessary and considered proven. This means that the treatment is appropriate and necessary for your illness or injury based on accepted standards of medical practice and TRICARE policy. There are special rules and limitations for certain types of care and some types of care not covered at all. It is in your best interest to take an active role in verifying coverage before you seek care. Visit www.tricare.mil/coveredservices for information about covered services and benefits. You can browse benefit information by topic in the A to Z list and you can find links to related topics and websites. You can also learn more about health care services, costs, provider types and other information that will help you understand your benefits and access the care you need. These pages serve as a guide to your TRICARE coverage, but they are not all-inclusive. For TRICARE publications, visit www.tma.mil/publications.aspx

TRICARE Coverage for Young Adults – Under the TRICARE Young Adult (TYA) program, qualified dependents up to age 26 will be able to purchase TRICARE coverage on a month-to-month basis as long as they are not married or eligible for their own employer sponsored health coverage. TYA now offers both TRICARE PRIME and TRICARE STANDARD coverage. TRICARE Standard care is currently only available in the civilian community, since Kenner does not have Space Available appointments. TYA Prime enrollment rates are \$176/month and TYA Standard enrollment rate is \$152/month. Rates are adjusted annually and are effective as of January 1, 2012. Please visit www.tricare.mil/TYA for more information about the program and sign up for news and benefit e-alerts at www.tricare.mil/subscriptions

TRICARE Online (TOL) allows you to make appointments, refill prescriptions, and access many other TRICARE services and benefits, all at the touch of a button. Registration is required at www.tricareonline.com. Please note that not all of Kenner's appointments are made available for online booking. If the appointment type/time for which you are looking is not available, please call the Kenner Army Health Clinic patient appointment line (1-866-LEE-KAHC).

TRICARE Retiree Dental Program

The TRICARE Retiree Dental Program (TRDP) offers comprehensive, cost-effective dental coverage to you and your family. Enrollment is voluntary, and premiums are required. For details, visit www.trdp.org.

The TRICARE Management Activity (TMA) of the Department of Defense has extended the current TRICARE Retiree Dental Program (TRDP) contract – which runs from October 1, 2012 through September 30, 2013 – to continue through December 31, 2013.

The contract extension brings no change in premiums or scope of benefits. However, the annual maximum for enrollees in the Enhanced program will be increased to \$1,500 for this period. Those in the Basic program will see their maximum increase to \$1,250. And, although the maximums are being INCREASED for the extended period, enrollees will NOT be asked to pay a higher deductible. These changes were implemented April 1. If you had already reached your maximum for the year, please have your dentist resubmit your claim(s) that were not made due to exceeding the maximum.

Delta Dental also will serve as administrator of the new five-year TRDP contract, which will begin January 1, 2014.

The TRDP, authorized by Congress as part of the National Defense Authorization Act for fiscal year 1997, offers affordable dental benefits as a voluntary option to the nation's 5 million-plus Uniformed Services retirees and their family members. With current enrollment of more than 1.3 million, the TRDP is the nation's largest voluntary, all-enrollee-paid dental programs. The TRDP will continue as a worldwide, combined fee-for-service/preferred provider program that offers enrollees access to any licensed dentist in all 50 states, plus the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, the Commonwealth of the Northern Mariana Islands, Canada and overseas.

Contract extension FAQs for enrollees <<http://www.trdp.org/enr/faq-contract-extension.html>>

For additional information, please contact Michelle Banks-Gainer, Marketing Representative for the Southeast Region at mbanks-gainer@delta.org or by phone at 757-368-2217.

Referral Process for Retirees enrolled in TRICAR E PRIME

Specialty Appointments for TRICARE Prime Retirees

If your Primary Care Manager (PCM) determines that you need to see a specialist, a referral will be entered into the system. Referrals are forwarded electronically to Health Net Federal Services. You will receive an authorization letter in the mail within 7-10 business days from the date your PCM enters your referral. Your authorization letter will have the name and location of the specialist, as well as a contact number you can call to schedule an appointment. If you do not receive this letter for some reason, you should contact Health Net at 1-877-874-2273 to check on the status of your authorization. It is highly recommended that patients take a copy of their authorization letter to their specialty appointment to prevent a possible appointment cancellation or point of service (POS) penalty. For more information on the Point of Service option, please refer to Health Net's website www.hnfs.com. Most authorizations for specialty care are good for 6 visits and expire at the end of 6 months. You can speak with your PCM about requesting a referral that would be good for one year if you meet the medical necessity. Please note that it is your responsibility to keep track of the number of visits and the expiration date on your authorization. If you allow your referral to expire or exceed the number of visits you will incur the POS penalties.

Urgent Care for TRICARE Prime Retirees

You must obtain a referral *prior* to receiving urgent care services (i.e., Patient First) or you will incur Point of Service (POS) charges. During regular business hours of operation you should first contact your PCM to see if an appointment is available by calling 1-866-533-5242. If no appointments are available, your PCM can enter a referral for urgent care. If it is after hours such as evenings, weekends and federal holidays you must call the after-hours provider line at (804) 734-9000 to obtain prior authorization. If you are traveling outside the are/out of state you should contact Health Net at 1-877-874-2273, they will be able to assist you in locating a network urgent care center as well as obtaining prior authorization.

Optometry

Optometric Services are available for our retirees. The optometrists in the Eagle Clinic provide routine eye care, exams, and vision readiness. Active Duty soldiers are the priority, but there are openings for Family Members/Retirees. Family members and retirees have the alternative option of obtaining routine exams at any eye care provider that accepts TRICARE. Optical (glasses) service is available to Active Duty only.

PHONE: (804) 734-9253

HOURS: Monday – Friday 7 a.m. to 4 p.m.

How are we doing?

There are 3 main ways to provide Kenner with feedback:

1. Army Provider-Level Satisfaction Survey (APLSS). After your appointment at Kenner, you may receive a survey form from the Army Surgeon General. Please send it back as soon as possible. Options to return the survey are by phone, mail or complete the survey on-line.
2. Interactive Customer Evaluation (ICE). Fill out the form on-line immediately after your experience at Kenner. Click on the ICE logo on the Kenner website:
<http://kenner.narmc.amedd.army.mil/default.aspx>
3. Talk to the Patient Advocate by calling (804) 734-9512 or (804) 267-0338, or you can text the Patient Advocate at (804) 267-0338.

FOR MORE INFORMATION, VISIT KENNER'S WEBSITE AT

<http://kenner.narmc.amedd.army.mil/default.aspx>



The Casualty Corner Update 2013



The most painful loss one can experience is the death of a loved one. Grief is a natural, active process during which we experience intense feelings, revisit memories, and adjust to life without that special someone. There is no one “right”

way to grieve, nor is there a timetable. The ups and downs while you are grieving can be so unpredictable, yet overwhelming, but you are not alone. The support of the Army covenant is here to help you and your family through this time of grief and loss. Let me explain how the Fort Lee Casualty Assistance Center can assist you.

First, ensure your records are accurate and updated. See your local Retirement Services Office or ID Card section to update your records.

Contact us if you need information or assistance. It is this call that alerts us that you need our help. We will use your records to research all available benefits and pre-populate applicable benefit forms and mail them directly to you. Once you receive the forms, review the forms for accuracy. Some areas will be highlighted, requiring you to complete additional information. Return the completed forms back to us for processing including a copy of the death certificate, your marriage certificate and avoided check (if this applies). Should you require personal assistance depending on your situation or physical limitations, you can contact our office for an appointment or we can send you a Casualty Assistance Officer to assist you through this process.

Supporting Our Fallen Heroes and Families with Honor, Dignity and Respect. Please keep in mind we are just a phone call away at 804-734-6606.

Fort Lee Casualty Assistance Center

Lisa M. Hicks

Benefits Coordinator

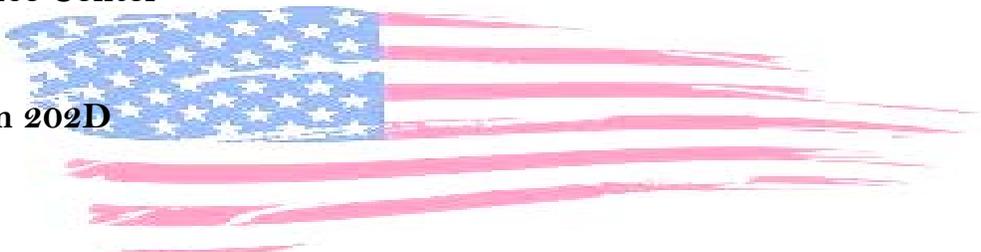
1401 B Ave. Bldg 3400, Rm 202D

(804) 734-6606/6985

lisa.m.hicks10.civ@mail.mil

Satisfaction Survey-ICE-

http://ice.disa.mil/index.cfm?fa=card&sp=116181&s=446&dep=*DoD&sc=33





Survivor Outreach Services

Since May 2009, Survivor Outreach Services (SOS) at Fort Lee has been carrying out the purpose of SOS Army-wide, which is to deliver on the Army's commitment to Families of the Fallen. SOS was developed as part of the Army Family Covenant to provide support to all surviving Families, when and where they want, and "for as long as they desire." SOS is a holistic and multi-agency approach to delivering these services by providing access at Garrisons and communities closest to where the Families reside. Benefits Coordinators, Financial Counselors, and Support Coordinators are professionals available to deliver individualized support and attention to Survivors across the nation.

The Mission of Survivor Outreach Services is to expand and improve services to Survivors, define roles and responsibilities for all related agencies and components, improve responsiveness and streamline the assistance for Families, provide access to subject-matter experts locally who offer benefits, financial, and support services. In addition, SOS is responsible for the long-term "case management" for Survivors, functioning as a one-stop shop for needs and services.

BENEFITS COORDINATORS

Benefits Coordinators will provide expertise on local, state and federal benefits. They will work with the Casualty Assistance Officer to provide guidance and assistance to the family with benefits, applications and linkage with benefits providers.

FINANCIAL COUNSELING

Financial Counselors function as long term support personnel for survivors. Financial Counselors provide financial assistance, investment education and estate planning to assist the surviving Family member to reach financial goals. Financial Counselors work closely with the Casualty Assistance Benefit Coordinator and legal assistance to ensure estate and financial issues are addressed.

SUPPORT COORDINATORS

Support Coordinators function as the long term support personnel for survivors. Support Coordinators will coordinate support groups, briefings to the community and leadership; and provide life skills and supportive counseling. Support Coordinators work closely with Casualty Assistance Benefit Coordinators and the Casualty Assistance Officer to ensure the survivor receives necessary services.

Fort Lee SOS conducts ongoing outreach to Survivors of Active Duty, Retirees, Veterans, Reservists, and National Guardsmen. We serve not only Survivors of recent conflicts, but also retroactively back to the Vietnam era. We look forward to providing quality care for those in need within our service area. New projects coming soon from Fort Lee SOS include more support groups and a beautiful way to memorialize our Fallen Soldiers here on the installation. Please do not hesitate to contact us with any questions or suggestions on how to build SOS.



SUPPORT OUTREACH SERVICES RESOURCES

-Support Groups:

We are currently offering Grief Support Groups for both Surviving Parents and Surviving Spouses. This includes retiree spouses. Contact Angela Bellamy, Outreach Coordinator (detailed) at 765-7636 or Christine Murphy at 734-6446 for details or to reserve a space in one of our groups.

Visit ARMYOneSource.com for more information. Click on “Family Programs and Services” to go to the Surviving Families Link

Christine Murphy
Financial Counselor
Office: (804) 734-6446

Angela Bellamy
Outreach Coordinator
Office: (804) 765-7636

1231 Mahone Ave.
Bldg 9023
Fort Lee, Va. 23801
Fax: (804) 734-6383



SOCIAL SECURITY NUMBER REMOVAL

Effective 1 June 2011, all ID Cards issued will no longer have the SSN printed on the card, but instead will display the ten-digit DOD ID Number. In addition, eligible beneficiaries will have the ten-digit DOD ID Number printed on their card. The DOD ID Number will be used as the Geneva Conventions serial number. Current ID cards should not be replaced until your card is within 30 days of its expiration date. If your ID card has an INDEF expiration date, and you would like your SSN removed, contact your nearest RAPIDS ID Card facility for an appointment. Bring in two forms of identification. One must be a valid (not expired) federal or state issued photo ID. For more information about Social Security Number removal, please visit www.dmdc.osd.mil/smartcard. Visit (www.uscis.gov/files/form/i-9.pdf) for additional information.

A DoD Self-Service (DS) Logon can be requested by all military and DoD sponsors, spouses, and other family members (18 and older) who are eligible for benefits in DEERS. The DS Logon provides a username and password to allow web access to DoD Beneficiary applications such as TRICARE On-line (TOL), Beneficiary Web Enrollment (BWE), and other DoD Service applications as they become available. DS Logon accounts for Reserve Retirees will be obtained at the VA Regional Office with a DS Access Station or a RAPIDS workstation when a new ID card is issued. Currently, the VA maintains one DS Access Station per state. Gray area retirees should apply for an account online at the DS Access website <https://myaccess.dmdc.osd.mil/dsaccess/>. To obtain a secure logon, copies of notarized ID credentials are to be sent to the DMDC Support Center who will upgrade the account.

ID Cards/DEERS Office

Office Hours for Appointment

Monday, Wednesday, Friday – 8:00 a.m. - 4:00 p.m.

Tuesday & Thursday – 8:00 a.m.-12:40 p.m.

To Schedule an Appointment, Please call

During duty hours: (804) 734-7394/7348
6179/7349

After duty hours: (804) 734-7347(voicemail)

Online Appointments: <https://rapids-appointments.dmdc.osd.mil/default.aspx>

Walk-In Hours

Tuesday and Thursday (1:00 p.m. – 3:30 p.m.)

Note: TWO FORMS OF IDENTIFICATION REQUIRED

Correcting Military Records, Replace DD Form 214 or Lost Awards

Correcting Military Records

Correction boards consider any formal applications for corrections of military records when a retiree requests that their records or discharges be corrected or amended.

Using DD Form 149, Application for Correction of Military or Naval Record, a retiree, their survivors or a legal representative may request a correction to military records. DD Form 149 may be obtained from a Retirement Services Officer.

In order to justify correction of a military record, the applicant must prove to a Corrections Board that the alleged entry or omission in the record was in error or unjust. This board considers all applications and makes recommendations to the appropriate branch Secretary.

An application for correction must be filed within three years after discovering the error or injustice. If filed after the three-year deadline, the applicant must include in the application reasons the board should find it in the interest of justice to accept the late application.

Evidence may include affidavits or signed testimony executed under oath and a brief of arguments supporting the application. All evidence not already included in one's record must be submitted. The responsibility for securing new evidence rests with the applicant.

Replacing DD Form 214 and Lost Military Awards and Decorations

The documents, medals and other awards you earned while serving your country are an important part of your military service record. It can help you successfully compete for a job, get a loan, or prove your eligibility for other benefits. The separation document (DD Form 214 or equivalent) is the most commonly requested item. It provides proof of military service and grants you access to important benefits and entitlements. Whether you need just one key document from your files or a copy of your entire service record, you can start your request online.

The website <http://www.archives.gov/veterans> is preferred for requesting DD Form 214 or medals and awards. Provide as much information as possible in the comments field. If you do not have computer access, you can also order your records by mail using Standard Form 180/ [SF180](#) then provide as much information as possible and send the form to the following address:

Where to write for medals: National Archives and Records Administration
National Personnel Records Center (Military)
1 Archives Drive
St. Louis, MO 63138-1002

Fort Lee Office

Soldier Support Center
Bldg 3400
Room 107A
Wednesdays Only
(must have an appointment)

Veterans Claim Agent

Mr. Gordon Adkins

Telephone: (804) 675-6546
Fax: (804) 675-6563

Richmond Office

1201 Broad Rock Blvd
VAMC Room 1M-169A
Richmond VA 23249

Retirement Services Office

Office Hours

Monday – Friday – 7:30 a.m. – 4:30 p.m.

Phone Numbers

(804) 734-6973/7345/6555

EMAIL Address

usarmy.lee.imcom.mbx.lee-ima-rso@mail.mil

Office Location

Soldier Support Center
1401 B Avenue
Bldg 3400/Room 107
Fort Lee VA 23801-1724

American Veterans – AMVETS

Arthur L. Bell
National Service Officer
Soldier Support Center
Bldg 3400/Room 120F
Fort Lee VA 23801
Email: Arthur.bell.jr@gmail.com

Office Hours:
Monday-Tuesday & Thursday-Friday
8:00 a.m. – 3:00 p.m.
Wednesday – 1:00 p.m. – 4:00 p.m.
Telephone: (804) 722-0074
Toll Free: (877) 320-0074
Fax: (804) 722-0016

Providing assistance in filing for military benefits.
