

Retirement Services 2014

FORT LEE RETIREE BULLETIN

FORT LEE, VIRGINIA



WHERE RETIREES COME FIRST

JUNE 2014

KEEPING OUR RETIREES INFORMED

Inside this issue:

RETIREMENT SERVICES	1
RETIREE COUNCIL	1
COUNCIL MEMBERS	2
VETERANS ADMIN (VA)	2
KENNER	4
OPTOMETRY	5
FAMILY MEDICINE	5
PHARMACY	6
CASUALTY	7
TRICARE NEWS	8
TRICARE ENROLLMENT	9
TRICARE DENTAL	10
ID CARDS/DEERS	11
FMWR	12
COMMISSARY	13
RECREATION	14
MYPAY/DFAS CONTACT	15
SURVIVOR OUT REACH	15
RSO HOURS/CONTACTS	16
VA CONTACT	
AMVETS	

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.

FORT LEE RETIREMENT SERVICES HOSTS RETIREE APPRECIATION DAY

On Saturday, September 27, 2014. The Fort Lee retiree Council will host the annual Fort Lee

Retiree Appreciation Day. The events and gathering is free to all and the opening ceremony will begin at 8:30 a.m. in the Soldier Support Center Auditorium, Bldg 3400, 1401 B Avenue. 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 a.m. to 1:00 p.m. at the Soldier Support Center, Rooms 126 and 115 respectively.

"The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional to how they perceive the Veterans of earlier wars were treated and appreciated by their nation."
 –General George Washington,

I WANT YOU !!!



RETIRED AND STILL SERVING

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

Council Members

- COL Eugene Manner, USA, RET
- Lt Col William (Bill) Martin, USAF, RET
- MAJ Florence Dunn, USA, RET
- CPT Susan Huysman, USA, RET
- SGM Stewart Tyson, USA, RET, Chairperson
- CW4, Wayne Baugh, USA, RET
- CW4 Charles J. Williams Jr. USA, RET
- 1SG Jack Boles, USA, RET
- SFC Ollie Flippen, USA, RET
- CSM Guy “Jeff” Jackson, USA, RET
- CSM William Webb, USA, RET
- SGM Albert Williams, USA, RET
- SGM Eric K. McMichael, USA, RET
- SGM Frank Carr, USA, RET
- SGM Tom Munson, USA RET
- MSG Raymond Kohl, USA RET
- MSgt Judith A. Miles, USAF, RET
- SFC Solomon Blevins, USA, RET

Retiree Council continued

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.

The council meets once a year. Retirees with any issues or concerns are encouraged to forward them to the

Retirement Services Office, at 1401 B Avenue, Bldg 3400, Room 107, Fort Lee, Virginia 23801 or usarmy.lee.imcom.mbx.lee-ima-rso@mail.mil

If you are interested in serving on the Retiree Council and would like additional information please contact Retirement Services by email at

usarmy.lee.imcom.mbx.lee-ima-rso@mail.mil or call the Retirement Services Office at 804-734-6555/6973/7345



Veterans' Corner

Family Caregivers provide crucial support in caring for our nation's Veterans by allowing them to stay in the homes and communities they defended, surrounded by the loved ones they fought for. Caregivers in a home environment can enhance the health and well-being of the Veterans under VA care. The program of Comprehensive Assistance for Family Caregivers, as established in PL 11163, The Caregivers and Veterans Omnibus Health Service Act of 2010, has allowed VA to provide additional support and services to family Caregivers eligible Veterans injured in the line of duty on or after September 11, 2001.

VETERAN ELIGIBILITY

- The Veteran incurred or aggravated a serious injury (including traumatic brain injury, psychology trauma, or other mental disorder) in the line of duty, on or after September 11, 2001.
- Because of the qualifying serious injury, the Veteran requires another person (caregiver) to assist the Veteran with the management of the personal care functions required in everyday living.
- The serious injury renders the Veteran in need of personal care services for a minimum of six continuous months based on a clinical determination that takes into account various factors.
- It is in the best interest of the Veteran to participate in the Caregiver Support Program.



- The Veteran will receive ongoing care from a Patient Aligned Care Team (PACT) or other VA Health care team as a requirement for participation in the program.
- The veteran agrees to receive ongoing care at home after VA designates a Family Caregiver.
- Personal care services that would be provided by the Caregiver will not simultaneously be provided through another individual or entity.

Caregiver Eligibility:

The Caregiver must be at least 18 years of age. The caregiver must be either (a) The veteran's spouse, son, daughter, parent, step-family, or extended family member, or (b) Someone who lives with the veteran full time. Prior to approval, the caregiver will not simultaneously be provided through another individual or entity.

******There are additional criteria that must be met prior to approval******

Veterans Caregiver Program Application Details

Veterans may begin the application process by accessing the Caregiver Program application (VA Form 10-10CG) at www.caregiver.va.gov. The application enables Veterans to designate one primary Family Caregiver and up to two

secondary Family Caregivers. Caregiver Support Coordinators are available at every VA Medical Center to assist Veterans and their Caregivers with the application process. Additional application assistance can be provided at 1-877-222-VETS (8387).

If the Veteran is not currently enrolled in VA health care, both the VA Form 10-10 EZ for VA health services and the application for the Caregiver Program (VA Form 10-10CG) will need to be completed. The application must be completed and signed by both the Veteran or their legal representative and the primary Caregiver. The application can be hand carried to a Caregiver Support Coordinator at a local VA Medical Center (VAMC) for walk-in processing or it may be mailed to: Family Caregivers Program Health Eligibility Center 2957 Clairmont Road NE, Suite 200 Atlanta, GA 30329-1647

Within three business days of receipt of the initial application, the Caregiver Support Coordinator at the Veteran's preferred VA Medical Center will contact the Veteran and Family Caregiver applicant (s).

A clinical team from VA will coordinate arrangements with the Veteran to complete a clinical eligibility assessment. This will include evaluating what assistance the Veteran needs with activities of daily living such as eating, bathing, grooming, and/or need for supervision or protection. In addition, the Caregiver (s) will complete an assessment to ensure the eligibility criteria are met.

Training is completed by the Family Caregiver applicant (s) once it is determined the Veteran meets eligibility criteria. Training can be completed in one of three ways: classroom training; online; or by self-study using a workbook and DVD that will be mailed to the Family Caregiver (s).

Once training is completed by the Family Caregiver applicant (s), a VA clinician will visit the Veteran's home. The purpose of this home visit is to make sure that the Family Caregiver applicant (s) and Veteran have everything they need to be safe and successful in the home setting.

After the home visit is completed, the Family Caregiver (s) will be approved by VA and a primary Family Caregiver will be designated by VA. The designated primary Family Caregiver will begin receiving a monthly stipend based on the Veteran's level of need and required assistance. The primary Family Caregiver may also be eligible to receive medical care through CHAMPVA if the primary Family Caregiver is not entitled to care or services under a health-plan contract.



KENNER ARMY HEALTH CLINIC

“Your Care. Your Trust. Our Mission.”

KAHC Appointment System

Kenner operates a Patient Appointment Line with our own staff who have clear 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. TRICARE Prime enrollees must obtain PRIOR authorization for Urgent Care. All other beneficiaries (Standard, TRICARE for Life, and TRICARE Plus) do not require prior authorization for Urgent Care.

Scheduling appointments

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>

Canceling appointments

Please call the Patient Appointment Line: 1-866-LEE-KAHC (533-5242). In order to be respectful of the medical needs of the Fort Lee community, please be courteous and call the Patient Appointment Line at least two hours prior to your scheduled appointment. This allows the medical staff sufficient time to offer the appointment to someone else.

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 prescription 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

KENNER ARMY HEALTH AMSMS Continued.... 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
- Encourage active involvement in 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

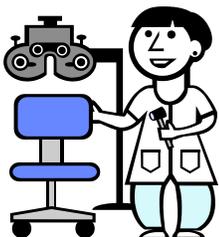
AMSMS is easy to get started and there is no cost to the patient. The benefits include no more waiting on hold to talk to a healthcare professional and no more phone tag when trying to schedule an appointment or ask a question. To learn more, talk to your primary care clinic about getting connected to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

If you are interested in joining Kenner Army Health Clinic’s secure messaging system service, you will need to complete a registration form in the clinic on your next visit.

Optometry News

Eagle Vision Clinic is honored to serve our dedicated retirees with world class comprehensive vision care. The Optometrists at Eagle Vision Clinic have a combined over 65 years of clinical experience in routine eye exams as well as the treatment and management of ocular disease.

Active Duty Soldiers are the priority, but there are openings for family members and retirees as well. Family members and retirees have the alternative option of obtaining routine exams at an eye care provider that accepts TRICARE. Optical services are available for both retirees and Active Duty.



Phone: (804) 734-9253
Hours: Monday-Friday, 7 a.m. to 4 p.m.

Family Medicine Clinic News

The Family Medicine Clinic is undergoing renovations until August 2014. While the clinic is upgraded to provide a streamlined process for patients receiving medical care, services normally received in the Family Medicine Clinic will be provided in a temporary clinic setting in trailers on B Avenue adjacent to the main clinic. A walkway and sign from B Avenue parking lot will identify the way to the Family Medicine Clinic.



Kenner continued.....



Pharmacy News

Kenner's Pharmacy is open from 6 a.m. to 6 p.m. Monday through Friday. The last ticket given out for the day is 5:30 p.m. **Please note: a ticket is required for services.**

TRICARE Pharmacy Program:

Prescriptions may be

filled through a 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 or even lower cost as a 30-day supply at retail network pharmacies. For details and cost information, visit www.tricare.mil/pharmacy.

Limited Clinical Services and Appointment Line Availability, 3rd Thursday Afternoons

Kenner Army Health Clinic clinical services and appointment line availability will be limited on the 3rd Thursday afternoon, 1 to 4 p.m., of each month. This does not include ancillary services such as

pharmacy, laboratory, or radiology.

Our clinical staff, to include providers and nurses, will be participating in training and development requirements during this

time.

The clinic will resume normal operations the following Friday morning.



*"Your Care.
Your Trust.
Our Mission."*

The operating hours for several clinics change March 1, 2014.

As Kenner Army Health Clinic continues to transform into an advanced Patient Centered-Medical Home (PCMH) for primary care, the Family Medicine and Wilkerson Pediatrics clinics will open from 7 a.m. – 4 p.m. each weekday. Radiology and Laboratory hours are set for 6 a.m. to 4 p.m.

each weekday.

Advanced PCMH emphasizes care coordination and communication to transform primary care into "what patients want it to be" – Healthcare centered around you, the patient. KAHC is becoming a "System of Health" instead of a Healthcare System,

focusing on both wellness and prevention, and being proactive and patient-centered in all aspects of care. We are fully committed to providing world class care for each of our eligible beneficiaries. For any questions or concerns, contact the Kenner Public Affairs Office at (804) 734-9086 or (804) 734-9186.

KENNER CONTINUED

How are we doing?

There are 3 main ways to provide Kenner with feedback:

1. Army Provider-Level Satisfaction Survey (APLSS). “Kenner Army Health Clinic is committed to the Core! Send your APLSS survey back to keep Kenner on track!” After your appointment at Kenner, you may receive a survey form from the Army Surgeon General. Please complete it as soon as possible. Options to complete 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.



CASUALTY CORNER



Losing someone you love encompasses a range of feelings, thoughts, and behaviors. You may experience difficult emotions and it may seem like the pain and sadness you're experiencing will never let up. These are all normal reactions to a significant loss. While there is no right or wrong way to grieve, please remember you are not alone. It takes time to adjust to life changes and the support of the Army Family Covenant is here to help you and your family through this overwhelming time. The Army believes so strongly in a commitment to family that a covenant between the Army and their families has been created. It is a promise that is valued not just because of the respect that the Army has for families, but also because of all that the Army has asked of your service member.

Let me explain how the Fort Lee Casualty Assistance Center can assist you.

Contact us if you need information or assistance regarding military benefits and requesting honors on behalf of your loved one. This call alerts our office that you need our assistance. Please ensure your records are accurate and updated. You can do this by contacting your local Retirement Services Office or ID Card section. We will use the information provided in your records to research all available benefits for your particular case. All available benefit applications will be pre-populated and mailed directly to you. Once you receive the forms, review the forms for accuracy. Some areas will be highlighted, requiring you to complete additional information.

CASUALTY continued



Return the completed forms back to us for processing including a copy of the death certificate, your marriage certificate and a voided check (if this applies) and a DD Form 214.

Should you require personal assistance

you can contact our office for an appointment. Depending on your situation or physical limitations, we may be able to send you a Casualty Assistance Officer to help 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 or email usarmy.lee.imcom.mbx.lee-ima-cas@mail.mil



TRICARE NEWS

TRICARE NEWS

TRICARE Service Center Walk-In Service No Longer Provided as of April 1st.

As of April 1, 2014, you will need to use TRICARE's convenient self-service options.

The "I want to..." section at www.tricare.mil is your gateway to: enroll in or purchase a plan, file or check a claim, view referrals and prior authorizations, find a provider, change your primary care provider, see what's covered, compare plans,

manage prescriptions and much more. You may also get assistance and answers to questions, by calling 1-877-TRICARE (1-877-874-2273).



TRICARE for Life Pharmacy Pilot

TRICARE for Life (TFL) beneficiaries received letters guiding them to TRICARE Pharmacy Home Delivery or a military pharmacy for some prescriptions.

TRICARE sent letters to affected TFL beneficiaries (TFL beneficiaries are those using Medicare) notifying them of the Pilot. Home Delivery and military pharmacies

are the two most cost-effective choices for both beneficiaries and the Department of Defense.

The TFL Pharmacy Pilot started March 15, 2014 and requires TRICARE beneficiaries who use TFL to get certain medications through Home Delivery or at a military pharmacy. The Pilot applies to refills of maintenance

medications taken regularly for chronic conditions. As part of the Pilot, TRICARE will stop paying for these medications from a retail pharmacy. The Pilot does not apply to medications for acute conditions taken for a limited time, such as antibiotics or pain medications, and at this time do not apply to generic drugs.



TRICARE CONTINUED.....

Congress mandated the Pilot in the 2013 National Defense Authorization Act. The Pilot lasts for five years, although beneficiaries may choose to opt out after filling an affected prescription under the Pilot through Home Delivery for one year.

Beneficiaries will be notified if they are taking a medication covered under the Pilot. They will have two “courtesy fills” available through a retail pharmacy before they are responsible for the entire cost of their medication.

Beneficiaries may call the TRICARE pharmacy contractor, Express Scripts at 1-877-882-3335 or visit www.express-scripts.com/tricare to switch to Home Delivery or with questions about their medications. To switch a prescription to a military pharmacy, beneficiaries may need to get a new prescription from their doctor.

Some individuals are exempt, including people with another prescription drug plan, or people living overseas. People living in a nursing home may contact Express Scripts to request a waiver from the Pilot.

TRICARE Pharmacy Home Delivery is safe, convenient and easy to use. Home Delivery offers beneficiaries a 90-day supply of their medication with \$0 co-pay for generic drugs and \$13 for brand name drugs. Switching from a retail pharmacy to Home Delivery can save TRICARE beneficiaries up to \$152 every year for each prescription. Beneficiaries can also save by asking their doctor to write them a prescription for a generic version of their medication; if available.

For the latest information of the TFL Pharmacy Pilot, visit www.tricare.mil/tflpilot.

TRICARE’s Covered Services

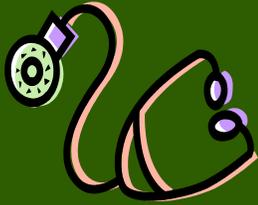
TRICARE Standard and TRICARE Extra cover most care that is medically necessary and considered proven. This means that the treatment is appropriate and necessary for your illness or injury based on accepted standards of medical practice and TRICARE policy. There are special rules and limitations for certain types of care and some types of care are 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.mi./publications.aspx.

TRICARE Enrollment

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 specialty 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.



**“Your Care.
Your Trust.
Our
Mission.”**



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 rate is \$180/month and TYA Standard enrollment rate is \$156/month. Rates are adjusted annually and are effective as of January 1, 2014. 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 (866-533-5242)).

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.

Delta Dental will serve as administrator of the new five-year TRDP contract, which began 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 program. 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 can be found at <http://www.trdp.org/enr/faq-contract-extension.html>.

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



ID CARDS / DEERS



ID Cards/DEERS Office
 APPOINTMENTS:
 MONDAY -0800-1600
 TUESDAY-0820-1240
 WEDNESDAY-0820-1600
 THURSDAY-0800-1240
 FRIDAY- 0800-1600
 Walk in hours:
 Tues & Thurs 1300 –1500

To schedule an appointment call (804)734-7394/
 6179/7348/7349/7347

REQUIREMENTS FOR ID:

Two valid forms of ID (anyone 21 yrs and older), one identification must be a non expired photo ID (Drivers license, State/Government issued photo ID, or Passport). Secondary form (birth certificate, social security card, voter registration, or any secondary ID listed on the I-9 form.

If sponsor is not present, family members must have a verified DD Form 1172-2 or a valid Power Of Attorney.

Toll-free: 1-800-538-9552
 TTY/TTD: 1-866-363-2883
 Fax: 1-831-655-8317

(continued on page 13)

Referral Process for Retirees enrolled in TRICARE 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 in to 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 medically necessary. 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

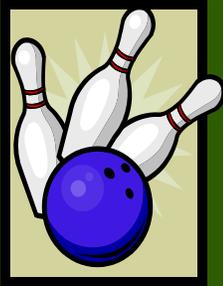
You must obtain a referral prior to receiving urgent care services (i.e., Patient First) or you will incur Point of Service (POS) charges. During regular business hours of operation, you should first contact your PCM to see if an appointment is available by calling 1-866-

LEE-KAHC (866-533-5242). 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 travelling outside the area/out of the state, you should contact

Health Net Federal Services at 1-877-874-2273 and they will be able to assist you in locating a network urgent care center as well as obtaining authorization.

FOR MORE INFORMATION, VISIT KENNER'S WEBSITE AT <http://kenner.narmc.amedd.army.mil/default.aspx>

**Summer
Fun!!!!**



FMWR Your Retired Life At Lee!

PLAY

The Cardinal Golf Club
A great golfing experience with a 27-hole championship course, a full practice range, 2 large putting/chipping areas, practice bunker and a fully stocked pro shop. Lessons are available for any skill level! 804-734-2899

Bowling Center
24-lanes of fun await your bowling shoes. Join a league or reserve your party here. Leagues form in August. 804-734-6860

Outdoor Adventure Park
Outdoor fun is in the heart of Fort Lee. A fully equipped skate park, disc golf, batting cages and a rock wall. 804-765-2212.

Leisure Travel Services
Plan all of your fun events here! You can save money on amusement park admission and movie tickets. The Leisure Travel office also can help you plan your next vacation or cruise. 804-765-3789.

FITNESS

MacLaughlin Fitness Center
Fort Lee's largest fully equipped fitness center has a basketball court, racquetball courts, free weight room, cardio machines and various fitness classes. 804-765-3070

Clark Fitness Center
Clark Fitness Center is a fully equipped fitness center that offers a basketball court, racquetball courts, free weight room, cardio machine rooms and saunas. 804-734-3636



"All clipart used with permission from Microsoft."

FUN

The HideAway
A rustic bar with a modern twist which includes a large front porch and an 800 square foot outdoor deck. It is available for private parties year round. Karaoke, open mic nights and concerts are scheduled throughout the year. 804-765-1539

The Lee Club
The Lee Club is a historic banquet and catering facility. Cater a party or have your receptions here! Look out for special dinner buffets offered throughout the year. The Lee Club also hosts Thanksgiving Dinner, Easter Brunch and Mother's Day Brunch. 804-734-7541.

The Lee Playhouse
This critically acclaimed venue houses theater productions throughout the year including their own KidKaper productions. Discounted season passes are available. 804-734-6629.

(Continued on page 14)

ID CARDS DEERS CONTINUED



Retiree’s ID cards are indefinite on the front and back once it is updated at age 65 for Medicare to show Tricare for life. In order to remain Tricare eligible you must take part B of Medicare. If you opt out of Part B due to employee covered health care you will show ineligible for Tricare benefits

until part B is taken. If a retiree holds an ID card that still displays their social security number they can make an appointment or utilize our walk-in days and time to come into the DEERS / ID office to update that ID to have the social removed. Please keep in mind if you haven’t reached age 65 you will still have to come into DEERS at that defaulted age

to update for Medicare. Family members’ ID cards will not display social security numbers once they are updated for expiration. A spouse can receive an indefinite ID card at the age of 75. It is the sponsor’s responsibility to keep their DEERS records updated whether it is an address update, phone number change, DEERS enrollment or disenrollment.

**Introducing Mr. Frank Hart
New Commissary Director**

I would like to take this time to introduce myself to the Fort Lee community. My name is Frank Hart and I am the new Store Director at the Fort Lee Commissary. I arrived in early August from Chievres Belgium, where I was the Store Director, and before Chievres I was the Store Director at Kelley Barracks in Stuttgart, Germany. Prior to entering civil service with the Defense Commissary Agency, five-

years ago, I was in the Air Force and retired as a Chief Master Sergeant (E-9), with 25 years of active duty service. As a retiree I fully understand the importance of our earned benefits and I am very pleased to have the opportunity to serve our great nation, our active duty military, and our well deserving retirees, and military families. My goal is to continue providing the great service that the Fort Lee Commissary has provided in the

past, and continue to make improvements that will greatly enhance your shopping experience. Since my arrival I have identified areas where we can improve, and combined with the renovation of the facility; we are going to work hard to make this the best commissary in the world. If you have any concerns, questions, or suggestions, please feel free to ask for me or any of our management staff. We care about you, and we want your feedback...to help us improve YOUR commissary benefit.

COMMISSARY

The Fort Lee Commissary is currently experiencing a \$5 million dollar renovation project that is expected to be completed in October of this year. There are several additions you can expect to assist with making your shopping more convenient. Among them are new check-out stands and cash registers at the front of the facility and new restrooms to include a family restroom that will accommodate families with small children. There is also a customer service kiosk that has been added to the front entrance

to assist shoppers with information about the store services. There is an additional 48 feet of shelf space added to the chill and dairy section to add more variety for your shopping needs. We are also adding a new roof, energy efficient heating, lighting, ventilation and air conditioning. We will be adding new shopping carts and a corral to keep them in. To top it all off we are introducing a new modern décor package to give the facility a high-end look. Our customer service has been revamped and there is also a new feature called the CLICK2GO available to all of those who

would rather shop from home and pick it up. This program is in a test phase and Fort Lee is one of the three commissaries in the world selected. Customers can order grocery items online at www.commissaries.com and pick them up curbside anytime between the hours of 11a.m. – 7p.m., Tuesday – Friday. The order must be placed at least six hours in advance of the desired pick-up time. It is currently getting great reviews from customers who have used it and we invite you to give it a try!

(Full article found in the Fort Lee Travller)

FMWR Your Retired Life At Lee!



The Hot Rod Café

The Hot Rod Café, located in the Regimental Club, offers a daily lunch buffet and excellent catering options for your special event. Decorated with a “classic” theme, the décor and food will make it one of your favorites!
804-765-1539

Bird’s Nest Snack Shack

The Cardinal Golf Club is open daily with a wide selection of hot and cold sandwiches, salads and more! Enjoy your meal looking over the golf course!
804-734-2892



Action City Grill

The Action City Grill, located inside the Bowling Center features a wide variety of food choices and an assortment of beer and wine coolers. There is sure to be your next favorite on this menu!
804-734-6860

RECREATION



Community Library

A community library is located in Army Logistics University on the 2nd floor. Find periodicals, books, audio books, DVD and computers. Special events to include guest authors offered throughout the year. 804-765-8095

Picture Perfect Frame Shop

An in-house custom framing and Arts and Crafts Studio. You can mat prints, needlepoint pieces, puzzles and certificates. Or you can let them do the work for you and beautifully frame your pieces. 804-734-6137

Auto Crafts

This self help auto repair facility provides bay space, vehicle lifts, tools and a trained instructor on hand to provide assistance. 804-734-6859
For a complete list of events and programs, visit www.leemwr.com.

FYI



Keeping you informed!

Retirement Services has a new website that was created just for the Retirees. The site will assist with current events and benefit updates. We encourage you to stay plugged in at your leisure. <http://www.soldierforlife.army.mil/>

We are constantly trying to improve the Retirement Services customer service that is rendered to you. We ask that you let us know how we’re doing. The link below will take you to an Interactive Customer Evaluation

(ICE) which allows us to better service you and the needs that are important to you. Please tell us how well your retirement services office is supporting you at https://ice.disa.mil/index.cfm?fa=card&s=446&sp=102926&dep=*DoD

DFAS....general contact number 1-800-321-1080

How to create a new myPay

Account go to myPay home page at <https://mypay.dfas.mil>

Click **forget or need a password**

Enter your **ID or Social security number**, click **yes**, choose **mail**

to my address of record with **military Retired**. Click **send me a password**. Once receiving a

temporary password, return to myPay homepage and click **create an account**. Create your account by entering your **Social Security Number** and your **temporary password** and click the **Accept/Submit** button. You will then be prompted to create a Login ID and permanent

password.

REMEMBER: Your Login and password are the keys to keeping your retired pay account current so be sure to remember them!

This will allow you to print your 1099s, Retiree Account Statements and Update address if relocating.



Army Community Service

MAIN FACILITY
Bldg. 9023
1231 Mahone Ave.
Fort Lee, Va. 23801
Phone: 804-734-6388
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!"



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 Garisons 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.

Christine Murphy
 Financial Counselor
 Office: (804) 734-6446
Angela Bellamy
 Outreach Coordinator
 Office: (804) 765-7636



FORT LEE RSO

Office Hours/ Location

Monday – Friday 0730 – 1630

CLOSED 1200-1300

1401 B Avenue, BLDG 3400, RM 107

Phone Numbers

(804) 734-6973/7345/6555

VETERANS CLAIM AGENT

Mr. Gordon Adkins

Telephone: (804) 675-6546

Fax: (804) 675-6563

Fort Lee Wednesdays Only 8:30 a.m.—3:00 p.m.



American Veterans – AMVETS

Arthur L. Bell

National Service Officer

Bldg 3400/Room 120F

Fort Lee VA 23801

Email: Arthur.bell.jr@gmail.com

Office Hours:

Monday-Tuesday	Fort Lee	0830-1630
1st / 2nd Wed	Fort Lee	0830-1130
1st / 2nd Wed	McGuire	1300-1600
3rd / 4th Wed	Fort Lee	0830-1630
Thursday	Fort Lee	0830-1630
Friday	Petersburg VA Center	0830-1200
	Fort Lee	1300-1630

Telephone: (804) 722-0074

Toll Free: (877) 320-0074

Fax: (804) 722-0016

Providing assistance in filing for military benefits.