

## **RETIRED ACTIVITIES OFFICE FREQUENTLY ASKED QUESTIONS**

**Revised: 17-Jul-21**

**Agent Privilege Cards**, Joint Base Pearl Harbor-Hickam ONLY (vehicle pass office at Nimitz Gate). 808-449-0865 or 0867. We will also have copies at the office of the several forms the Pass & ID Office people will want to see filled out. (will be a folder in the credenza when we get back to the office)

For other installations, contact the appropriate retirement services, personnel office or vehicle pass and ID office.

**Arlington National Cemetery:** 1-7030-607-8000, <http://www.arlingtoncemetery.mil>.

**Air Force Aid Society**, Hickam Field; 808-449-0301 (automated phone tree-follow instructions).

**Air Force Mortuary Affairs** – See “Funeral Support Services.”

**Air Force Casualty Assistance** Services-Hickam Field: 808-449-0310 / 0303 / 0313.  
Airman and Family Readiness Section, 655 Vickers Ave., Bldg 1105, JBPHH, HI 96853.

**Air Force Retiree Services-Total Force Service Center**,  
AFPC/DPFFF, 550 C Street W,  
JBSA-Randolph, TX 78150 (Randolph AFB)  
Email: [afpc.retiree@us.af.mil](mailto:afpc.retiree@us.af.mil)

**Gray Area Reserve/Guard;** To quote <https://www.retirees.af.mil>, “Guard and Reserve Airmen awaiting retirement pay should call the Total Force Service Center at 800-525-0102 and select Option 3 or 4 to be connected with the **Air Reserve Personnel Center**, or visit <https://www.afpc.afrc.af.mil/retirement/>.” See “DD Form 2656” on how to obtain a copy as a rough that can be filled out in advance in preparation for filling out the form online at the Air Force website. We at RAO recommend starting this process no later than six months before retired pay eligibility date. Also use the above email to bug (you know, to annoy): [afpc.retiree@us.af.mil](mailto:afpc.retiree@us.af.mil).

**Army-Retiree Service Record Maintenance:** (JER)

Released from service FY 2003 to present. Mail SF 180 for any records to:

: U.S. Army Human Resources Command  
ATTN: AHRC-PDR-H  
1600 Spearhead Division Ave., Dept 420  
Fort Knox, KY 40122-5402

**Army-Hawaii National Guard Service Records:** (JER)

Mail SF 180 for any records to:

Hawaii Army National Guard  
ATTN: DCSPER, iPERMS Records Custodian  
91-1227 Enterprise Ave., Dept 120  
Kapolei. HI 96707

**Army-Schofield Barracks Retirement Services Office**, 673 Ayres Ave., Bldg 750, Room 122 Schofield Barracks, HI 96857; **808-655-1514 / 1585 / 5384**, **FAX 808-655-1458**.  
[armyschofieldrso@mail.mil](mailto:armyschofieldrso@mail.mil), <https://www.soldierforlife.army.mil/retirement>.

Contact for **Army Garrison Hawaii Agent Privilege Cards** and additionally for contact information for Army National Guard offices in other states for their Army National Guard records.

**ARMY EMERGENCY RELIEF (AER):** (JER)

**1-808-655-4227**, <https://www.aerhq.org/> for more information

To apply for assistance, stop by the Army Community Service to pick up a loan package:

Army Community Service  
310 Brannon Road, Building 690  
Schofield Barracks, HI 96857

**Base Operator**, Joint Base Pearl Harbor-Hickam; **808-433-4709**.

**Birth Certificates:** Go to [808ne.ws/nchs](http://808ne.ws/nchs). The Centers for Disease Control (CDC) site will show an interactive US map and list of states/territories. Click the state/territory to find the needed information on birth certificates, death certificates, marriage certificates and divorce records from that location. For Hawaii, go to [www.health.hawaii.gov/vitalrecords/](http://www.health.hawaii.gov/vitalrecords/) or call **808-586-4539** for information.

**BURIALS:** (JER)

VA Cemetery. [www.cem.va.gov](http://www.cem.va.gov), **FAX 1-855-840-8299**

National Cemetery Scheduling Office

P.O. Box 510543

St. Louis, MO 63151

FAX, email or mail VA Form 40-10007 (Application) for Pre-Need Determination of Eligibility for Burial in a VA National Cemetery and if available DD214. Eligible individuals are entitled to Burial in any open VA national cemetery, opening/closing of the grave, a grave liner, perpetual care of the gravesite, a free government furnished headstone or marker, a burial flag and possibly a Presidential Memorial Certificate.

VA Burial <http://www.benefits.va.gov/compensation/claims-special-burial.asp>. Check for any eligibility for special burial claims.

Funeral Consumers Alliance Hawaii. **1-808-638-5580**

Ultimate Cremations may be cheapest

**Burials in Uniform-Local**-If deceased wants to be buried in uniform **but no uniform** check Pearl Harbor Thrift Shop, bldg 1492, near Block Arena, (run by Navy Relief) for something, call **808-422-4691**. Or maybe American Legion or Fleet Reserve Association have some ideas on acquiring a uniform. Ribbons at NEX Fleet Store Uniform Shop-use DD Form 214 for correct ribbons. (JER)

**Burial Support-Local Navy/Air Force:** See "Funeral Support Services"

**Burial-at-Sea Services (Navy-Marine Mortuary Affairs & Burial-at-Sea Office), Millington, TN:** 1-866-787-0081, Pearl Harbor local office; 808-433-4709

**Cemetery-Arlington National Cemetery;** 1-703-607-8000, [www.arlingtoncemetery.org](http://www.arlingtoncemetery.org).

**Cemetery-Hawaii State Veterans Cemetery;** 808-369-3575.

**Cemetery-National Memorial Cemetery of the Pacific (VA-Punchbowl);** 808-532-3720, [www.cem.va.gov](http://www.cem.va.gov).

**Chaplains Office (Air Force), Hickam Field;** 808-449-1754.

**Chaplains Office (Navy), Pearl Harbor;** 808-473-3971.

**Coast Guard Retiree & Annuitant Services** (including PHS & NOAA); 866-772-8724, alternate 1-785-339-2200, <http://www.dcms.uscg.mil/ppc/ras/>. (FAX number no longer listed on CG PPC website)

**Combat Related Special Compensation (CRSC).** Check website <http://www.dmdc.osd.mil/crsc> Need to fill out DD Form 2860. Eligible if 20 years of service with either disabilities due to combat injuries for which they have been awarded the Purple Heart or have at least 60% disability because of armed conflict, hazardous duty, training exercises, or mishaps involving military equipment, (JER)

**DD Form 214 (Report of Separation and Discharge) replacement: See National Archives below for more complete information and directions for acquiring a SF 180.**

**DD Form 2656 (Data for Payment of Retired Personnel):** To be filled out by all Gray Area people when applying for retired pay. Copies can be obtained at the RAO office (file in credenza) or downloaded from <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements/>. See “Air Force Retiree Services” or “Navy Reserve Personnel Management” for form use in preparing the request for pay submission.

**DD Form 108 (Application for Retired Pay Benefits):** To be filled out by Navy Reserve Gray Area people when applying for retired pay. Copies can be obtained at the RAO office (file in credenza) or downloaded from <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements/>. Additional instructions for preparing the form are located in the website. See “Navy Reserve Personnel Management” for form use in advance preparation of the request for pay submission.

**DEERS (Defense Enrollment Eligibility Reporting System) Support Office (also see ID Cards/DEERS)**

Mail updates to:

Defense Manpower Data Center (DMDC) Attn:COA, 400 Gingsling Road, Seaside, CA, 93955-6771.

Call: 800-538-9552, TTY/TDD 1-866-363-2883, FAX 1-800-336-4416 or alternate 1-502-335-9980,

Or update online at <https://www.dmdc.osd.mil/milconnect>, with info at [www.tricare.osd.mil/deers](http://www.tricare.osd.mil/deers) and <https://tricare.mil/deers>.

**Defense Finance & Accounting Service (DFAS)**

U.S. Military Retired Pay (or U.S. Annuitant Pay)

8899 E 56<sup>th</sup> Street

Indianapolis, IN 46249-1200 (or 46249-1300 for Annuitant Pay)

R&A Pay: 800-321-1080, local: 1-216-522-5955, Retired Pay **FAX** 800-469-6559, Annuitant Pay **FAX**: 800-982-8459. <https://www.dfas.mil>. [www.dfas.mil/retiredmilitary](https://www.dfas.mil/retiredmilitary).

**Establish a “myPay” account:** go to <https://dfas.mil> and follow directions in upper right of screen to establish. myPay customer Care Center: 888-332-7411, <https://mypay.dfas.mil>.

**Remember, after establishment of a “myPay” account, two factor authentication when going online is now a fact of life, so clients must be prepared. Check out <https://www.dfas.mil/mypayinfo/2FA/> for information.**

**Getting Missing IRS Form 1099R or 1095B:** Go to your myPay account, or call 1-800-321-1080 and follow directions, or **FAX** message with your SS number to 1-800-469-6559, or mail request with your SS number to one of the above address(es) or go to <https://www.dfas.mil/retiredmilitary/> and click a block to request either form. Follow directions and fill out the form that appears.

**Report a Death; see entry below.**

**DFAS myPay** Customer Service; 888-332-7411.

**Driver License-See “Real ID Cards-State Driver License/State ID Card”**

**Express-Scripts** (see also Tricare Mail Order Pharmacy); 877-363-1303, [www.express-scripts.com](http://www.express-scripts.com), <https://tricare.mil/pharmacy>.

**Elderly Affairs Division Senior Helpline** (City & County); 808-768-7700, [www.elderlyaffairs.com](http://www.elderlyaffairs.com).

**Eldercare Locator** (US Admin on Aging) (variety of related topics); 800-677-1116.

**FEDVIP**; Federal Employees Dental and Vision Plan-**Benefeds**: <https://tricare.benefeds.com>. call 877-888-3337 0800-2100 Eastern Time (1100-0500 Hawaiian Time. Federal health program open season is always from Monday of the second full week of November through Monday of the second full week of December annually. Changes will start on the following January 1<sup>st</sup>. Payment schedule to be arranged by subscriber with the provider.

**Former Spouses-Residual Tricare Benefits:**

<https://www.tricare.mil/divorce>, <https://www.tricare.mil/plans/eligibility/formerspouses>,  
<https://www.tricare.mil/plans/eligibility/DEERS>

**20 / 20 / 20 Rule;** Tricare Full-Time Benefit:

Married to service member at least 20 years,  
Service member in military at least 20 years, and  
Marriage and service overlapped for at least 20 years.

Bring marriage certificate, final divorce decree, and servicemember's DD Form 214 (or Statement of Service from military member's service) to an ID card issuing facility for updating DEERS and receiving a new ID card. Tricare benefit for the former spouse is the same as any dependent except the former spouse is now their own "sponsor" in the system and **step**children of the military member are no longer eligible. Tricare is lost upon remarriage or enrollment in an employer sponsored health plan..

**20 / 20 / 15 Rule;** Tricare 1 Year Benefit:

Married to service member at least 20 years,  
Service member in military at least 20 years, and  
Marriage and service overlapped for at least 15 years.

Bring marriage certificate, final divorce decree, and servicemember's DD Form 214 (or Statement of Service from military member's service) to an ID card issuing facility for updating DEERS and receiving a new ID card. Tricare benefit is the same as any dependent except the former spouse is now their own "sponsor" in the system and **step**children of the military member are no longer eligible. Tricare eligibility expires after one year.

**Funeral Support Services:**

Navy Funeral Honors Support-Pearl Harbor: **808-741-5053** – verified by Lydia at Navy Region PAO 7/16/21.

Air Force Mortuary Affairs and Funeral Honors Support-Hickam: **808-448-0657** – verified by Jamey at AF CAS 7/16/21.

**Gray Area-Retired Reserve Request for Pay;** see Air Force Retiree Services or Navy Reserve Personnel Management.

**ID Cards/DEERS Updates (also see DEERS)-Also **END OF EXPIRATION EXTENSIONS:****

**THIS IS IMPORTANT** -- ANYONE HOLDING A RETIREE OR DEPENDENT ID CARD THAT HAS AN PRINTED EXPIRATION DATE STARTING JANUARY 1, 2020 THROUGH JUNE 30, 2021, WHICH PERIOD IS COVERED BY EXPIRING COVID-19 PANDEMIC EXTENSIONS, MUST BE REPLACED BY JULY 31, 2021 - since after that date the card will be totally expired and unusable for any purpose.

**THIS IS IMPORTANT** -- As a totally separate matter, ANY RETIREE OR DEPENDENT ID CARD WITH AN PRINTED EXPIRATION DATE JULY 1, 2021 OR THEREAFTER MUST BE REPLACED PRIOR TO THAT DATE. Such cards were never covered by any COVID-19 extension.

**ID Card Office Online-RAPIDS appointment scheduler-**Defense Manpower Data Center (DMDC): <https://idco.dmdc.osd.mil/idco>. Several additional Army/NG sites on Oahu are also listed in the scheduler. For individual neighbor island sites, search Kekahu (for Kauai), Hilo, or Kahului

(for Maui). A Navy site for info: <http://www.mynavyhr.navy.mil/support-services/pay-pers-support/id-cards/>.

**Hickam** Military Personnel Flight; info 808-449-0824. **Appointment required**, Use online RAPIDS appointment scheduler.

**Pearl Harbor** Personnel Support Detachment (Navy PSD); call for walk-in availability 808-471-2405. Otherwise use online RAPIDS appointment scheduler. (as of 10Jun21)

**Hilo**-Army NG, 1304 Kekuanaoa St., Bldg 643A, Rm L103, Hilo, Monday thru Friday, 0900-1200, info 808-844-6601 / 6607. **Appointment required**, use online RAPIDS appointment scheduler. (as of 10Jun21)

**Kauai**-PMRF Barking Sands, Bldg 275, CAC Office, Tuesday and Thursday only, 0830-1130, info 808-335-4493. **Appointment required**, use online RAPIDS appointment scheduler. (as of 10Jun21)

**Maui**-Air NG, 75 Kuleana St., Kahului, Tuesdays only, **CALL to make a Required Appointment**; 808-789-0637 (NOT currently found in online RAPIDS appointment scheduler), (as of 10Jun21)

**Internal Revenue Service (IRS)**; Call 1-800-829-3676 for tax prep assistance. For forms go to <https://www.irs.gov/>.

#### **Lodging (Dept of Defense):**

(JER)

Navy Gateway Inns and Suites, Pearl Harbor and Hickam: 1-877-628-9233 or local 1-808-448-5888

Navy Lodge, Ford Island 1-808-440-2290

[www.dodlodging.net](http://www.dodlodging.net)

#### **Long Term Care**

Vets Options: 1-877-222-VETS (8387), [www.va.gov/Geriatrics](http://www.va.gov/Geriatrics); discusses standard medical benefits, service-connected disability, VA pensions, aid and attendance, Medicare/Medicaid, pers funds and Long-Term Care Insurance.

Federal Long Term Care Insurance Program: [www.ltcfeds.com](http://www.ltcfeds.com)

#### **Legal Assistance Office-Region Legal Assistance Office Hawaii (LSO) (Navy);**

850 Willamette Street, Bldg 1746

Pearl Harbor, Hawaii 96860

The LSO website is: [https://www.jag.navy.mil/legal\\_services/rloso/rloso\\_hawaii.htm](https://www.jag.navy.mil/legal_services/rloso/rloso_hawaii.htm).

Call for information and availability 808-473-4717.

Services & assistance for active-duty Navy, Air Force and Marines, reserve, retirees and dependents as manpower & staffing permit. Such assistance includes Real Estate Planning, Power of Attorney, Divorce/Separation/Annulment, Bankruptcy & Indebtedness, Service Members Civil Relief Act, Immigration & Citizenship, Nonsupport of Dependents, Landlord & Tenant Disputes, Guardianships/Adoption, Name Changes, Taxation, Consumer Affairs.

**As per the referenced website, will preparation for retirees is currently not being accomplished. Hopefully this restriction is only temporary.**

**Marine Corps Retired Activities Coordinator**, MCBH Kaneohe Bay; 808-257-7796.

**Marine Corps Retired Affairs**; 800-336-4649, and [www.usmc.mil](http://www.usmc.mil) - hover over "Marine Services" then click on "Retired Services."



**Medicare:** 800-633-4227, TTY 877-486-2048. Go to <https://www.ssa.gov> and <https://www.medicare.gov> for details.

**Military and Family Support Center:** (JER)

4827 Bougainville Drive,  
Honolulu, HI 96818

Front Desk: 808-474-1999.

To schedule an appointment: 1-808-474-0129

Register for classes: [www.greatlifehawaii.com](http://www.greatlifehawaii.com)

Facebook: [www.facebook.com/jbphh.mfsc](https://www.facebook.com/jbphh.mfsc)

Email: [MFSCHawaii@navy.mil](mailto:MFSCHawaii@navy.mil)

Twitter: [jbphh\\_mfsc](https://twitter.com/jbphh_mfsc)

**National Archives & Records Administration (NARA)**

**National Personal Records Center (NPRC)** <https://archives.gov/veterans/military-service-records>,

1 Archives Drive  
St. Louis, Missouri 63138

For Military service records go to <https://www.archives.gov/veterans/military-service-records/frequently-requested-records>. Also visit <http://archives.gov/veterans/military-service-records/evetrecks-help.html>. And call Customer Service: 1-314-801-0800 for information.

**DD Form 214 (Report of Separation and Discharge) and other NPRC Records**

**Replacement:**

To order a DD Form 214 and/or other records use the online order form at <https://archives.gov/veterans/military-service-records/evetrecks-help.html> or FAX or mail a Standard Form (SF) 180. The SF 180 can be obtained at our office (when we are finally back), at the VA Regional office at Tripler “E” Wing, or at <https://www.archives.gov/veterans/military-service-records/standard-form-180.html>. The form is downloadable in PDF format. Adobe Acrobat Reader is needed and a link to download such is provided in the website.

**Emergency FAX Requests** for records such as DD Form 214: FAX to 314-801-9195. Non-emergency requests are not desired during the pandemic due to reduced staffing.

**Location of Records:** Starting in the mid-1990s the respective military components started retaining **service records** of separating personnel. This occurred with varying dates per service and the Air Force was the last in 2004. But NPRC says they can still access such with a request.

**Health records** were sent to the VA instead of the Archives by all services from 1994 to 2013 (exact monthly dates vary by service) but are now retained by the respective service components.

**SF 180 page 3** contains the correct location of the record needed (based on branch of service, dates of separation, and type of record). If mailing, send the completed form to that address. NPRC address is above.

**For individual service personnel center** addresses refer to the Navy, Army and Air Force personnel sections herein,

**State Office of Veterans Services** may also be contacted if upon release from active duty the veteran specified a copy of the DD Form 214 be provided to a particular state veterans office. If the State of Hawaii was specified, the **Hawaii State Office of Veterans Services (OVS)** is located at Tripler “E” Wing. Call 808-433-0420.

**All Ancient Records: Enlisted prior Nov1912 & Officer prior July1917:** send to:

National Archives and Records Administration Research Services (RDTIR)  
700 Pennsylvania Ave., NW  
Washington, DC 20408

(JER)

### **Naturalization and Citizenship Through Military Service:**

Members and Veterans of the U.S. Armed Forces and their dependents may be eligible for citizenship under special provisions of the Immigration and Nationality Act (INA). To learn more, visit the US CIS websites at: <https://www.uscis.gov/military/naturalization-through-military-service> and <https://www.uscis.gov/military/citizenship-family-members>. (JER)

Additional research is necessary to determine the continued viability of this program.

**Navy-Marine Corps Relief Society**, Pearl Harbor; 808-473-0282, [www.nmcrs.org](http://www.nmcrs.org).

**Navy Funeral Honors Support:** - See “Funeral Support Services.”

**Navy Operational Support Center (NOSC) (Navy Reserve Center), Pearl Harbor:**  
1-808-474-3791

**Navy Reserve Personnel Management (PERS 9)**-myNavy Career Center, Millington, TN. 1-866-827-5672. <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements>. Send questions to [askmncc@navy.mil](mailto:askmncc@navy.mil).

**Gray Area** reservists call 833-330-6622 or send email to [askmncc@navy.mil](mailto:askmncc@navy.mil) if retirement package not received at four month point before pay eligibility.

We at RAO recommend starting this process no later than six months before retired pay eligibility date. Up to 1 year is not unusual. Also use the above email to bug for the package: [askmncc@navy.mil](mailto:askmncc@navy.mil).

The package contains two forms, DD Form 2656 and DD Form 108, required to be completed. We have them at the office (when open) and they are available at the myNavy website above. The website also has the mailing address in Millington. Use the forms that can be obtained for advance rough preparation for filling out the forms received in the package from NAVPERS.

**Nurse Advise Line;** Call Nurse Advice Line for URGENT care questions at 1-800-TRICARE (874-2273), Option 1. **Call 911 for EMERGENCIES.**

**Oahu Veterans Center;** Foster Village (venue & meeting hall); 808-422-4000.

**Office of Personnel Management (OPM)** and Report of Death of OPM beneficiary: 888-767-6738, Info: 1-724-794-8690 or visit <https://www.servicesonline.opm.gov/>.

### **Public Affairs Offices-Navy:**

----Commander Navy Region Hawaii Public Affairs Office

1-808-473-2875, Mrs. Agnes Tatyana, [Agnes.tauyan@navy.mil](mailto:Agnes.tauyan@navy.mil) (JER)

----Public Affairs Office Joint Base Pearl Harbor Hickam

1-808-473-2926, Mr. Chuck Anthony (JER)



**----Flag From Arizona Memorial:**

(JER)

To send a flag, have it flown, and have a certificate created (for Active Duty, Retirees, and Veteran requests only), contact for details BM1 Corey Sommer, **1-808-472-0296**, (JER) [Corey.sommer@navy.mil](mailto:Corey.sommer@navy.mil), Joint Base Pearl Harbor-Hickam, Attn: USS Arizona Memorial Detachment, 850 Ticonderoga Street, Suite 100, Pearl Harbor, HI 96860 (JER)

For an approximate 3-week turnaround, self-addressed FedEx boxes are welcome. Please include requesting member's rate, rank, name, and occasion. **3x5 flags are standard, label flag on cotton tabling.** (text provided by JER and needs to be reviewed) (JER)

**Real ID Cards-State Driver License/State ID Card:** The Federal "Real ID Card" requirement deadline has been extended until May 3, 2023. State driver licenses and ID cards without the gold star insignia will be accepted at domestic airport security lines until that date. [www.dhs.gov/real-id](http://www.dhs.gov/real-id), [www.honolulu.gov/csd](http://www.honolulu.gov/csd).

**Retired Activities Office (RAO), Joint Base Pearl Harbor-Hickam:**

Military and Family Support Center (MFSC)  
4827 Bougainville Drive, Room 226  
Honolulu, HI 96818

RAO office telephone: **808-474-0032**

Email address: [MFSC.Hawaii@navy.mil](mailto:MFSC.Hawaii@navy.mil).

MFSC Front Counter: **808-474-1999**

Facebook page: <https://www.facebook.com/RAO.JBPHH>

**Retired Reserve Request for Pay-Gray Area People;** see Air Force Retiree Services or Navy Reserve Personnel Management.

**Report of Death-Defense Finance and Accounting Service (DFAS)-CASUALTY ASSISTANCE BRANCH.**

**Military Retiree Death:** **800-321-1080** or **1-216-522-5955 Option 1** for reporting a death. Online go to <https://www.dfas.mil/retiredmilitary/> and click the block "CLICK TO REPORT THE DEATH OF A RETIREE." Follow directions and fill out the form that appears.

**Annuitant Death:** **800-321-1080** or **1-216-522-5955**.

**ADDITIONAL INFORMATION** for survivors: Our **DECEDENT AFFAIRS CHECKLIST** (Formerly Report of Death Checklist) contains much information for survivors. Recommend volunteers keep a copy with this FAQ list to answer questions.

Also, **an extremely helpful DFAS site** is <https://www.dfas.mil/retiredmilitary/survivors/retiree-death/>. It contains much information on what is needed to report a death, the process of getting the SBP and Arrears of Pay packages, and submission procedures. And it contains links to instructions for SBP annuity & Arrears of Pay forms.

**NOTE: If working in the office** volunteers are to collect relevant information and fill out a Report of Death (RAD) FAX sheet for submission to Tripler Decedent Affairs. Instructions for such are in the ROD FAX folder-lower left desk drawer. And call Decedent Affairs at **808-433-4709**. I want to eventually get rid of this entire procedure. See my comments in the box following.

**SBP Annuitant;** If a surviving spouse doesn't know if she/he is in SBP, they can view retiree's Retiree Account Statement from DFAS if location is known, or view the retiree's myPay online account if the spouse knows the passwords, or call DFAS at **1-800-321-1080**. If calling, the retired service member's full name, service component and social security number is needed. The FAX number is **1-800-982-8459**.

**DFAS Package(es):** SBP annuity application to the surviving spouse, if there is a plan set up, and the Arrears of Pay request if the surviving spouse is the beneficiary (otherwise it will be mailed to the beneficiary). The packages to surviving spouse or beneficiary with appropriate condolence letter will include instructions as needed for the enclosed forms. Estimated delivery is usually two weeks after death notification.

Our **DECEDENT AFFAIRS CHECKLIST** (Formerly Report of Death Checklist) contains much information for survivors. Recommend volunteers keep a copy of the checklist with this FAQ list to answer questions.

The **basic DFAS website** is [www.dfas.mil](http://www.dfas.mil). Links are there to go to Retiree and Annuitant Pay, setting up a myPay account, manage the SBP, Understanding SBP & DIC & SSIA, School Certifications, etc.

**I want to eventually get rid of that reporting by FAX to Tripler and calling them thing we have been doing from the office. Since we recommend survivors contact DFAS anyway, I'm not sure we actually accomplish anything. The best way to do it is online at the DFAS website and we could do it for people if they came in and sat as we typed in the data. I hesitate in filling out the on-line form without a survivor/family member present and I have also refrained from doing that because I want to be able to print out a copy of the report to give to the survivor(s).**

**I have been seriously considering just buying a cheap all-in-one printer to plug into the office laptop but haven't done it because it may take a ton of approvals to hook it up to the government computer.**

**Scam Reporting: go to:**

**Federal Trade Commission (FTC):** [www.ftc.gov](http://www.ftc.gov)

**Federal Communications Commission (FCC):** [www.fcc.gov](http://www.fcc.gov)

<https://www.usa.gov/covid-scams>

**Serviceman's Group Life Insurance (SGLI)/Office of Serviceman's Group Life Insurance (OSGLI):** see VA-Veterans Group Life Insurance (VGLI).

**Social Security Administration (SSA):** **800-772-1213**, [www.socialsecurity.gov](http://www.socialsecurity.gov).

**Replacement Card:** to find out documents needed for identification and to fill out the online form, visit [www.socialsecurity.gov/ssnumber](http://www.socialsecurity.gov/ssnumber) before calling for appointment.

“**My Social Security**” online account; to set up go to <https://www.ssa.gov>. and follow directions to “Create Your Account.” Use to get easy replacement card and SSA-1099 (end of year benefit statement).

**Suicide Intervention Line-National Crisis Line;** 800-237-TALK (800-273-8255).

**Surviving Spouse Assistance:**

See “Report of Death-DFAS” and “SBP Annuitant”

**Tripler AMC Appointments;** 808-433-2778.

**Tripler Decedent Affairs** (Navy-Marine Corps); 808-433-4709.

**Tripler Tricare/Retiree Ombudsman;** 808-433-7074.

**Tricare;** Visit [www.mytricare.com/mtc](http://www.mytricare.com/mtc), <https://www.tricare.mil/coveredservices/>.

**Tricare Customer Services West Region** (Health Net Federal Services); 844-866-9378.  
[www.tricare-west.com](http://www.tricare-west.com).

**Tricare Select** 2021 new monthly enrollment fees are \$12.50 for one and \$25.00 for family. Payment schedule must be arranged directly with Health Net.

**Tricare Mail Order Pharmacy** (also see Express-Scripts); [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy),  
[www.express-scripts.com](http://www.express-scripts.com).

**Tricare Overseas;** 888-777-8343, [www.tricare-overseas.com](http://www.tricare-overseas.com).

**Tricare-for-Life (TFL)** (Wisconsin Physicians Service); 866-773-0404, [www.tricare.mil/tfl](http://www.tricare.mil/tfl),  
[www.tricare4u.com](http://www.tricare4u.com).

**VA-U.S. Dept of Veterans Affairs;** <https://www.va.gov/>

**VA-Hawaii Website:** [www.hawaii.va.gov](http://www.hawaii.va.gov)

**VA-Vets Centers** (counseling, outreach, and referral services); 24/7 line: 1-877-WAR-VETS  
(1-877-927-8387).

**VA-West Oahu Vet Center**, Kapolei; 808-674-2414.

**VA-Honolulu Vet Center**, Honolulu; 808-973-8387.

**VA-Veterans Benefits Administration (VBA);** Visit regional office at Tripler “E” Wing for information and assistance or call 800-827-1000, TDD 800-829-4833

**Basic Website with Links to all:** [www.va.com](http://www.va.com).

**Burial** info at [www.cem.va.gov](http://www.cem.va.gov). (also see Cemeteries above)

**GI Bill** info at [www.gibill.va.gov](http://www.gibill.va.gov). 1-888-442-4551

**Burial Benefits & Compensation** info at [www.benefits.va.gov/compensation](http://www.benefits.va.gov/compensation)

**Home Loan** info at [www.benefits.va.gov/homeloans/](http://www.benefits.va.gov/homeloans/).

**VA-ID Card:** Go to [www.va.gov](http://www.va.gov), for details to create an account which is the first step. Enter service data, upload selfie, etc. It will get you retail discounts, special parking, occasional free meal on Veterans Day, special benefits from state or local government (JER)

**VA-Veterans Health Administration (VHA),** <https://www.va.gov/health-care/>.

**VA-CHAMPVA:** call 1-800-733-8387

**VA-Pacific Islands Health Care System (PIHCS)**

Spark M. Matsunaga VA Medical Center  
459 Patterson Road  
Honolulu, Hawaii 96819

**VA Health Care INFO:** To learn about VA health care, go to <https://www.va.gov/health-care/about-va-health-benefits> for information.

**Ask questions** online at <https://iris.custhelp.va.gov/app/ask>. Call Health Benefits Hotline 877-222-VETS (8387), “My HealtheVet” help desk 877-327-0022, ebenefits technical support 800-983-0937 and “MyVA411” main information line 800-698-2411.

**Enrollment Eligibility:** complete and submit VA Form 10-10EZ (Appt for Health Benefits) with copy of DD Form 214 ((Certificate of Release or Discharge from Active Duty) at the VA outpatient clinic on Tripler campus. Call 808-433-0600 for assistance. Additional information at <https://www.hawaii.va.gov/patients/appointments.asp>.

**Ambulatory Care Clinic**-Pacific Islands Health Care System (PIHCS), Tripler campus, Appointments; 800-214-1306 or 808-433-0600. Additional Information at <https://www.hawaii.va.gov/patients/appointments.asp>.

**Clinic Appointments;** 800-214-1306 or 808-433-0600. Information at <https://www.hawaii.va.gov/patients/appointments.asp>

**VA-Post Traumatic Stress Disorder (PTSD).** [www.ptsd.va.gov](http://www.ptsd.va.gov)

(JER)

Department of Veterans Affairs  
Spark Matsunaga Ambulatory Care Clinic  
459 Patterson Road, Room 3-C 03  
Honolulu, Hawaii 96819-1522

1-800-214-1306

Program Manager: Terry 1-808-433-0837

Senior Care Manager: 1-808-433-0083

Care Manager: 1-808-433-0641

Transition Patient Advocate: Chris 1-808-433-0081

[Christopher.slavens@va.gov](mailto:Christopher.slavens@va.gov)

Administrative Assistant: Roger 1-808-433-0838 Mail SF 180 for any records to

**VA-HOW TO FILE FOR DISABILITY COMPENSATION CLAIM:** (JER)

Call for info **1-808-433-0420**. File a disability claim through [benefits.va.gov](https://benefits.va.gov). If going to the office:

Bring DD 214 and Medical Records,

Request to File a Disability Compensation Claim,

First come, first served, pull number.0730-1600 but best time 0730-1400,

John Connelly and Nancy Schubert Yurow, Veterans Services Counselors, (JER)

Office location:

Veterans Benefits Administration,

Tripler “E” Wing, Rm 1-A103,:

459 Patterson Road,

Honolulu, HI 96819-1522

**VA-Veterans Service Organizations/Officers (VSO)**

----Disabled American Veterans (JER)

Transition Services Officer-vacant 1Aug21

Schofield Barracks Soldier and Family Assistance Center (SFAC), 371Brannon Rd,

Bldg 663, Schofield Barracks, HI 96857

HONOLULU-VAMROC, E-Wing, 459 Patterson Rd, Rm 1-C102, Honolulu, HI 96819-

1522. **1-808-433-0491**

---The American Legion (JER)

VA Regional Office, E-wing #C1-101, 459 Patterson Rd, Honolulu, HI 96819

**1-808-433-0407 or 1-808-433-0497**

----Veterans of Foreign Wars (JER)

Tripler Army Medical Center, 459 Patterson Rd, E-Wing, Honolulu, HI 96819

**1-808-433-0494/0495**

----Wounded Warrior Project 2 (JER)

Fitha Dahana-Ellis (Warriors to Work Specialist), Raphael Paris - Local POC

**1-904-570-0791**

[www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)

----The Military Order of the Purple Heart (JER)

459 Patterson Road, E-Wing, Room C105, Honolulu, HI 96819

**1-808-433-0428**

----VA Advisor (JER)

**1-808-474-0020**

He should be able to advise you on the VA’s Rapid Appeals Modernization Program which was initiated in November 2017. The program is designed to streamline the appeals process by allowing eligible veterans to choose one of two options: seek higher-level review or file a supplemental claim.

**VA-OEF/OIF/OND** info: [www.oefoif.va.gov](http://www.oefoif.va.gov)/ Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn. Eligible Veterans who received imminent danger pay while in support of OEF/OIF/OND have earned five years of cost-free health care for medical conditions related to military service. (JER)

**VA-Service Disabled Veterans Insurance (S-DVI) (NOT VGLI).**

Released from ACUD after 25Apr51, have service-connected disability, in good health besides service-connected conditions, and apply within two years of grant of new service-connected disability. Website has details. It also discusses possible problems with other than honorable discharges. [www.va.gov/life-insurance/options-eligibility/s-dvi/](http://www.va.gov/life-insurance/options-eligibility/s-dvi/), 800-669-8477.

**VA-Veterans Group Life Insurance (VGLI)-Office of Serviceman's Group Life Insurance (OSGLI).**

Convert **SGLI** within 1 year and 120 days (16 months) of leaving the service. After 240 days (8 months) need to prove good health. Website has details including info for Reserve Retired (Gray Area). [www.va.gov/life-insurance/options-eligibility/vgli/](http://www.va.gov/life-insurance/options-eligibility/vgli/), 800-419-1473

**VA-Tool Free Telephone Numbers;** website

[https://iris.custhelp.va.gov/app/answers/detail/a\\_id/1703](https://iris.custhelp.va.gov/app/answers/detail/a_id/1703).

**VA-MyVA411** (national number for questions about VA services); 844-698-2411.

**VA-Veterans Crisis Line** – National Crisis and Suicide Intervention Line; 800-237-TALK (800-273-8255).

**VA-Women:** [www.va.gov/womanvet](http://www.va.gov/womanvet), and call 1-877-222-8387. **Women Veterans Call Center:** 1-855-829-6636 (1-855-VA-WOMAN). (JER)

**VA-Other Health Sites:** (JER)

Mental Health. [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov)

Caregiver Support. [www.caregiver.va.gov](http://www.caregiver.va.gov)

My Healthe Vet. [www.myhealth.va.gov](http://www.myhealth.va.gov)

**Hawaii State Office of Veterans Affairs (OVS);** 808-433-0420.

(JER) = Information taken from Jo Ellen Reynolds notes, her email of 24Feb21, 1123am, Subj RETIRED ACTIVITIES OFFICE = Not verified thereafter unless additional information received