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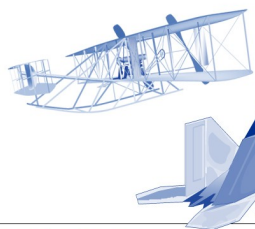
*If Veterans don't help Veterans, who will?*

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# Afterburner

News for USAF Retired Personnel



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## Retirees seeking employment with a foreign government need approval ahead of time

by *Tammy Cournoyer*  
Air Force Retiree Services

JOINT BASE SAN ANTONIO-RANDOLPH, Texas -- Military retirees seeking any civil employment with a foreign government agency -- or any instrumentality of a foreign government agency -- must apply for permission in advance or risk losing their military retirement pay.

For retired Airmen, the secretary of the Air Force and secretary of State serve as approval authorities for requests, though the Air Force Personnel Center's Airman & Family Readiness functions as the administrative manager for Foreign Government Employment program.

Legally, there are certain situations in which an employee receives compensation where the payment is indirectly received from a foreign state. Examples include consulting and legal services, as well as payments from domestic professional corporations. Before accepting employment, retirees should contact an ethics attorney at their local base legal office to discuss the implications, according to AFPC legal officials.

"This is a very complex program, and retirees should know the rules anytime they consider working for a foreign government or a company in a foreign country," said Javonika

McCree, the program's manager at AFPC. "Pre-approval is required whether or not compensation is received."

If retired Airmen start working for a foreign government without pre-employment approval, McCree says they take the risk of having to repay some or all of their retirement pay. Air Force Instruction 36-2913, Request for Approval of Foreign Government Employment of Air Force Members, outlines the rules and necessary paperwork, as well as application instructions.

The application package includes the Foreign Government Employment Memo, Foreign Government Employment Questionnaire and a Standard Form 312, Nondisclosure Agreement. All documents can be found on the Air Force Retiree Services website on the Foreign Government Employment page.

Retirees can mail application packages to: AFPC Directorate of Airmen and Family Care, Airmen and Family Readiness Division, 550 C Street W, JBSA-Randolph TX 78150.

Retired Airmen with questions about foreign government employment can send email to [afpc.retiree@us.af.mil](mailto:afpc.retiree@us.af.mil). To protect personal privacy, applicants are asked not to include Social Security numbers or any other personally identifiable information in emails.

[www.retirees.af.mil](http://www.retirees.af.mil)

# Remember the rules for SBP coverage

By Susie Hughes

Survivor Benefit Plan program manager

Do you remember your retirement party many years ago? Remember out-processing? Remember your Survivor Benefit Plan briefing?

If you can answer "yes" to at least one of the questions, it is most likely the question about the retirement party.

Many retirees do not remember specifics about SBP coverage. Unfortunately, the Air Force Retiree Services office receives calls almost daily from retired Airmen whose spouse has just passed away, and the SBP coverage needs to be suspended. Air Force SBP counselors advise retirees to send a certified copy of their spouse's death certificate, along with a brief letter or a completed DD Form 2656-6 (SBP Election Change

Certificate), to the Defense Finance and Accounting Service in Cleveland. The mailing address is: DFAS, U.S. Military Retirement Pay, 8899 E 56th Street, Indianapolis IN, 46249-1200; or via fax to 1-800-469-6559.

Premiums are suspended effective the first day of the month following the month the spouse dies. SBP spouse coverage is not terminated when a spouse dies but is placed in a suspended status pending a possible future marriage.

For retirees who have suspended spouse coverage and later remarry, there are several options available.

For more information, visit the SBP portion of the retiree website at [www.retirees.af.mil](http://www.retirees.af.mil) or call 877-353-6807 and enter a ZIP code. You will be connected to the nearest SBP counselor. The counselor can answer your questions about coverage and SBP options.

# IRS scam season is under way for taxpayers

Aggressive and threatening phone calls by criminals impersonating IRS agents remain a major threat to taxpayers, but now the IRS is receiving new reports of scammers calling under the guise of verifying tax return information over the phone.

Scam artists call saying they have your tax return, and they just need to verify a few details to process your return. The scam tries to get you to give up personal

information such as a Social Security number or personal financial information, such as bank numbers or credit cards.

According to IRS Commissioner John Koskinen, "These schemes continue to adapt and evolve in an attempt to catch people off guard just as they are preparing their tax returns. Don't be fooled. The IRS won't be calling you out of the blue asking you to verify your personal tax information or aggressively



threatening you to make an immediate payment."

Scammers often alter caller ID numbers to make it look like the IRS or another agency is calling. The callers use IRS titles and fake badge numbers to appear legitimate. They may use the victim's name, address and other personal information to make the call sound official.

If you get a phone call from someone claiming to be from the IRS and asking for money or to verify your identity, here's what you should do:

- Do not give out any information. Hang up immediately.
- Report the call to the Treasury Inspector General for Tax Administration at 800-366-4484, or report it to the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov). Use the "FTC Complaint Assistant" on the website. Add "IRS Telephone Scam" in the notes. (Courtesy of FTC)

## Afterburner

News for USAF Retired Personnel

The *Afterburner* is authorized by Air Force Instruction 36-3106. When funding permits, it is printed and mailed twice a year by Air Force Personnel Center's Retiree Services Office. Distribution: Individuals entitled to Air Force retired pay; unremarried surviving spouses of retirees (automatically if they are entitled to an annuity under Survivor Benefit Plan and/or the Retired Serviceman's Family Protection Plan, or the Reserve Component Survivor Benefit Plan); unremarried non-annuitant surviving spouses of deceased Air Force members who were entitled to receive retired pay, may receive the *Afterburner* by requesting it from the address below. The *Afterburner* is not sent to former spouses nor to retirees of other services, or to retirees and survivors overseas. Additional copies are not available. The *Afterburner* address is:

Air Force Retiree Services-*Afterburner*  
AFPC/DPEFF  
550 C Street West  
JBSA Randolph TX 78150-4713

Email address for opting out of receiving the hard copy is [afpc.retiree@us.af.mil](mailto:afpc.retiree@us.af.mil) and the phone number is (210) 565-2126. The *Afterburner* is available on the Internet at [www.retirees.af.mil](http://www.retirees.af.mil). PLEASE DO NOT SEND CHANGE-OF-ADDRESS NOTIFICATIONS TO THE AFTERBURNER. AFPC relies on the address people have on file with the Defense Finance and Accounting Service to create mailing labels. Contact DFAS at 800-321-1080, or make changes using myPay online.

## Wanted: Retired Air Force rated officers

Are you a retired Air Force rated officer? Have you considered serving as an Air Force civilian or returning to active duty?

The Air Force is interested in hiring experienced, retired rated officers to serve as pilots and simulator instructors for the next generation of Air Force pilots. The Air Force Civilian Service offers an extraordinary opportunity for retired rated officers to continue serving and helping guarantee the U.S. Air Force remains the most formidable Air Force on the planet. For more information, visit <https://www.afciviliancareers.com/occupations/pilot.php>.

Additionally, the Voluntary

Retired Return to Active Duty Program provides select retired Air Force rated officers the opportunity to return to active duty.

Those who held Air Force Specialty Codes 11X-pilot, 12X-combat systems officer and 13B-air battle manager may return to active duty under Title 10, United States Code § 688a, in order to alleviate manning shortages within the Air Force rated community.

Participation has expanded to include up to 1,000 retired rated officers, and active-duty tour lengths are increased to a minimum of 24 months and a maximum of 48 months. The Air Force Personnel Center is accepting applications for

VRRAD until June 30, 2022.

Officers who return to active duty under VRRAD will fill rated staff and active flying staff, test, training and operational positions where rated officer expertise is required. AFPC officials can match VRRAD participants to stateside or overseas requirements. VRRAD officers will fill critical billets that would otherwise remain vacant because of the shortage of active-duty officers available to move out of operational flying assignments.

Find eligibility criteria, additional guidelines and complete application instructions on the VRRAD webpage at <https://www.afpc.af.mil/Retirement/VRRAD/>.

## Annual tax forms issued by DFAS, not Air Force

Each year, Air Force Retiree Services is inundated with calls from retirees and annuitants wishing to receive their income tax forms. The 1099R is the form used to prove retirement and annuity pay. It is issued by the agency that pays retirees and annuitants – the Defense Finance

and Accounting Service.

Those people who need the forms can click on the button below and be connected with the [online request option](#), or call 800-321-1080 to request a 1099R be sent to their address on record.

Form **1099-R**

Click to request a duplicate 1099-R

## 2019 pay schedule

Entitlement Month	Retired Pay Date	Annuitant Pay Date
January 2019	February 1, 2019	February 1, 2019
February 2019	March 1, 2019	March 1, 2019
March 2019	April 1, 2019	April 1, 2019
April 2019	May 1, 2019	May 1, 2019
May 2019	May 31, 2019	June 3, 2019
June 2019	July 1, 2019	July 1, 2019
July 2019	August 1, 2019	August 1, 2019
August 2019	August 30, 2019	September 3, 2019
September 2019	October 1, 2019	October 1, 2019
October 2019	November 1, 2019	November 1, 2019
November 2019	November 29, 2019	December 2, 2019
December 2019	December 31, 2019	January 2, 2020

# AFAF:

## Assistance fund kicks off 2019 contribution campaign

We're gearing up for the annual Air Force Assistance Fund "For Airmen, By Airmen" Campaign scheduled for March 18 to April 26.

The leaders of the Air Force Assistance Fund charities thank you for your support last year, donating nearly \$65,000! You make it possible for us to take care of our Airmen and their families!

This year we hope that you will continue to support the AFAF

campaign and make an even bigger impact. If everyone contributed just \$20 this year that would result in over \$15 million to support emergency financial assistance, college scholarships and grants, on-base community enhancement programs, as well as housing assistance to our surviving spouses. It would be unprecedented!

We have been supporting Airmen since there was an Air

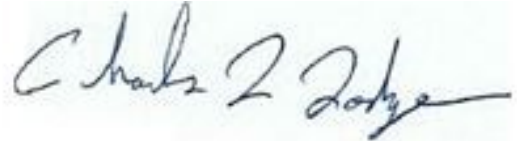
Force, so if you need us, please don't hesitate to give us a call! Thank you for your service, and thank you for your continued support of the AFAF campaign: For Airmen, By Airmen!

Visit [www.afassistancefund.org](http://www.afassistancefund.org) to learn more about the impact we're making in the lives of our Airmen and their families!

Warmest regards,



John D. Hopper, Jr.  
Lt Gen, USAF (Ret)  
CEO, AFAS



Charles Lodge  
Chairman, LeMay Foundation



Brooke P. McLean  
CMSgt, USAF (Ret)  
President/CEO, AFEV



Darrell D. Jones  
Lt Gen, USAF (Ret)  
President/CEO, AFVCF

Use the contribution form on next page, or download and print the fillable PDF contribution form at:

<http://www.afassistancefund.org/wp-content/uploads/2017/10/Contribution-Form-retiree-v20170106.pdf>



**Complete and mail the form below to:  
Air Force Assistance Fund, HQ AFPC/DP3SAF,  
550 C Street West, JBSA Randolph, TX 78150**

Air Force Assistance Fund Retiree Contribution Form <i>This form is subject to the Privacy Act of 1974</i>			MAIL TO: Air Force Assistance Fund HQ AFPC/DP3SAF 550 C Street West JBSA Randolph, TX 78150		
Name (last, first, middle initial)		Ret Rank	SSN (Payroll Deduction Only)		
Address		City	State	Zip Code	
<b>A. CASH</b>		<b>B. PAYROLL DEDUCTION PLAN</b>	Allotment	Months	Total
IF CASH, COMPLETE SECTION A IF PDP, COMPLETE SECTION B		Air Force Village Charitable Foundation (AFVCF)	708	X 12 =	\$ 0
Air Force Village Charitable Foundation (AFVCF)		(The minimum allotment to any affiliate is \$1 per month).	Air Force Aid Society (AFAS)	707	X 12 = \$ 0
Air Force Aid Society (AFAS)			Air Force Enlisted Village (AFEV)	706	X 12 = \$ 0
Air Force Enlisted Village (AFEV)			The Gen and Mrs Curtis E LeMay Foundation (LeMay)	704	X 12 = \$ 0
The General and Mrs Curtis E. LeMay Foundation (LeMay)			<b>TOTAL PDP</b>		\$ 0
<b>TOTAL GIFT:</b>			FOR AFO USE ONLY CLASS C ALLOTMENT FOR AFAP CONTRIBUTION EFFECTIVE DATE: 1 JULY		
		Please Read: I hereby authorize deductions from my monthly retired pay beginning July of the campaign year for a period of 12 months in the amount shown to the affiliate(s) designated. This allotment will remain in effect for 12 months unless I request to terminate in writing to Defense Finance and Accounting Service - US Military Retirement Pay, PO Box 7130, London, KY 40742-7130			<b>PREPARED BY:</b> _____
		<b>SIGNATURE:</b>			
<b>VOLUNTARY INFORMATION RELEASE AUTHORIZATION:</b>					
Let us thank you, and update you on what your donation is accomplishing! Information you voluntarily enter here will be released, along with your name and amount given to the Charity(ies) to which you made a pledge.					
Home Mailing Address: _____					
<i>Please do not enter your work email address.</i>					
Personal Email Address: _____			Release of information authorization (Signature) _____		
Contributions deductible for Federal income tax purposes as defined deduction. Contributions receive no goods or services. AUTHORITY: 5 U.S.C. 301, Departmental Regulations; 37 U.S.C.; and E.O. 9397 (SSN) PURPOSE: To document and account for retired military pay and allowance disbursements and collections ROUTINE USE(S): May specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3), to the Treasury Department, Internal Revenue Service, military relief societies, and the Blanket Routine Uses. DISCLOSURE VOLUNTARY: Not providing SSN may result in delaying or the inability to process your allotment					

# Retiree's training saves life at annual marathon

by Marisa Alia-Novobilski  
Air Force Materiel Command Public Affairs

WRIGHT-PATTERSON AIR FORCE BASE, Ohio -- When retired Lt. Gen. John L. Hudson woke on the warm overcast morning of the Air Force Marathon last fall, he knew the weather would be a challenge. But he was fit, trained and ready to take on the 10-kilometer race, just as he had for the past 10 years.

As ready as he was physically, what Hudson didn't know was that his life-saving CPR and first-aid training would be even more important on the course that day.

"I never thought that morning I would have a chance to help someone live," said Hudson.

As Hudson approached the 2-mile marathon course flag near the Air Force Institute of Technology, he noticed a man about 40 feet ahead of him take a few wobbly steps, stumble and collapse face first into the asphalt.

"I was running the 10K and had just started to walk, as I felt nauseous and dizzy," said the man, who wishes to remain anonymous. "I thought maybe I was thirsty and grabbed some water from the water station. Then, I passed out."

Hudson immediately sprinted up the hill toward the fallen man, calling out to a nearby security forces defender to call for medical assistance.

Upon reaching the injured, Hudson turned the man over as three women arrived at his side, stating that they were nurses. Hudson and the team immediately began the CPR process. Hudson counted as the nurses began



Retired Lt. Gen. John L. Hudson's training in first aid and CPR was instrumental in helping a man survive a medical incident during the 2018 Air Force Marathon. (Courtesy photo)

applying compressions and rescue breathing in an attempt to bring the man back to consciousness.

"It was a very stressful situation," said Hudson. "We did two or three cycles of CPR, counting and compressing and breathing, doing our best to keep him alive."

Just a few moments later, first responders arrived on the scene with a portable Automated External Defibrillator and quickly took over. They then prepped him for transport by ambulance to a medical facility.

"At this point, we all stepped away from the scene to let the professionals do their job. I went the whole rest of the race not knowing if he survived," said Hudson.

At the finish line, Hudson learned that the man had survived, though his full condition was still unknown.

"As I kept walking, I was thinking, praying that he survived,"

said Hudson. "I've kept my CPR and first-aid training current and knew we did the right things, but I still didn't know the outcome."

Hudson learned later that day that the runner's condition was stable following a medical procedure on his heart.

"It's a miracle with a capital 'M' that the situation occurred when there were people around who were trained and willing to help out," said Hudson. "That's not always the case. I myself played a small part. The real miracle workers were the nurses and medics who were in the right place at the right time."

Hudson also emphasized just how important and valuable his training was in helping him to know what to do in the situation.

"All of the times you take CPR and first-aid training, you never know when and if you will ever need to use it. You never know when you might be asked to help out, so you need to be ready, always ready," said Hudson.

The injured runner is recovering well and plans to walk next year's 10 kilometer race with the nurses who helped save him.

"I'm still trying to piece everything together from that day, but I am so thankful to everyone who stopped and helped save my life," he said.

Hudson, who learned the runner attends the same church, looks forward to seeing him in person.

"It's a special feeling to know you helped somebody to live," said Hudson. "What an awesome outcome to a serious situation." (Courtesy of Air Force News Service)



If you are a veteran in crisis or concerned about one, connect with our caring, qualified responders for confidential help. Many of them are veterans themselves.

[www.retirees.af.mil](http://www.retirees.af.mil)

## Address changes for corrections to military records

Air Force veterans who need to have an error corrected or an injustice removed from their military records should complete a DD Form 149, Application for Correction of Military Record. The form instructions advise mailing the package to the address on the back of the form, but the DD Form 149 is currently going through the Office of the Secretary of Defense for an address change.

The intake office on the back of the form has relocated from Joint Base San Antonio-Randolph, Texas, to Joint Base Andrews, MD.

To ensure an application is received and processed in

a timely manner, mail the DD Form 149 to: SAF/MRBC (AFBCMR), 3351 Celmers Lane, Joint Base Andrews NAF, Washington, MD 20762-6435, along with any source documents, or send the package by email to [usaf.pentagon.saf-mr.mbx.saf-mrbc@mail.mil](mailto:usaf.pentagon.saf-mr.mbx.saf-mrbc@mail.mil).

Applicants must first exhaust available administrative avenues of relief before applying to the board of corrections.

Visit the [Military Personnel Records website](#) and scroll down to the "RECORDS CORRECTION" tab for more information.

## myPay:

### Self-service online options makes pay management easy

There are several self-serve options for retirees and annuitants who use the Defense Finance and Accounting Service's online myPay service.

Currently, only 54 percent of retirees have an active myPay account. MyPay allows members to view and download current and historical documents such as Retiree Account Statements, 1099Rs and 1095s. It also allows members to make changes online to their allotments, direct deposit information, mailing address and arrears-of-pay beneficiary.

Having an active myPay account will also ensure that members receive emails about

changes in policy that may affect their accounts.

When retirees log on to myPay, they should use the opportunity to ensure their retired pay account information is correct. After members verify their payment and correspondence information, they should verify that their Survivor Benefit Plan information is current by checking their Retiree Account Statement. If they are paying for SBP, but do not have an eligible beneficiary, they need to let DFAS know by sending the appropriate documentation (available on the Forms page of the website). Notifying DEERS about a change in beneficiary will not change their



account with DFAS. They need to notify DFAS, as well. Timely notification will ensure that members don't miss out on money that may be owed to them or end up with a debt.

To establish a myPay account, visit <https://mypay.dfas.mil/> and look for the "New User" tab on the left-hand side. (Courtesy of DFAS)



**Military Health System**  
Your health, our priority 24/7

Visit [MHSNurseAdviceLine.com](http://MHSNurseAdviceLine.com) for web chat and video chat, or dial 1-800-TRICARE (874-2273), Option 1.

The registered nurse can answer your urgent care questions; help you understand your symptoms and decide when to visit a provider; find an urgent care or emergency care facility; and schedule an appointment within 24 hours at a military hospital or clinic, if available

The MHS Nurse Advice Line isn't for emergencies. If you have an emergency, call 911 or go to the closest emergency room



# How to stop ‘robocall’ scams, disruptions

The U.S. Department of Veterans Affairs and the Federal Communications Commission are continuing to team up to combat illegal “robocalls” targeting veterans and their families.

Each year, the FCC receives more than 200,000 complaints about unwanted calls. While this may seem like a big number, it pales in comparison to the millions of robocalls being made each day. The calls interrupt dinners and family time; they flood landline and mobile phones.

Scam calls frequently solicit money for fake charities, including ones claiming to support America’s veterans -- some even claiming to be VA representatives.

VA officials offer the following tips to help avoid unwanted calls and scams:

⇒ Don’t answer calls from unknown



Each year, the Federal Communications Commission receives more than 200,000 complaints about unwanted calls. (Courtesy photo)

numbers. Scammers may spoof their caller ID to display a fake number that appears to be local. If you answer such a call, hang up immediately.

⇒ Never give out personal information such as account

numbers, Social Security numbers, mother’s maiden names, or passwords in response to unexpected or suspicious calls.

- ⇒ Be sure to set a password for all voice mail accounts to avoid being hacked.
- ⇒ Register your number on the Do Not Call List at <https://www.donotcall.gov/>, or call 888-382-1222 from the phone you want to register, to block calls from legitimate telemarketers.
- ⇒ Ask your phone company about call-blocking tools and services for your landline phone, and check for helpful apps that you can download to your mobile phone.

For more information, visit [fcc.gov/robocalls](http://fcc.gov/robocalls). (Courtesy of the VA)

## Do not send address changes to *Afterburner* office

Please **DO NOT** send your U.S. Postal Service change-of-address announcements to the *Afterburner* office as the editor does not have the ability to make official address changes.

Mailing labels used to send out the *Afterburner* are based on addresses already on file with the Defense Finance and Accounting Service. Any change announcements sent to the *Afterburner* cannot be processed or forwarded, and are shredded.



Retirees must change their address by calling 800-321-1080. (Do not mention the *Afterburner* or you may be referred elsewhere.) If you have a [myPay](#) account you can make the change online. You can fax your change to 800-469-6559, or send it to DFAS, US Military Retirement Pay, 8899 E 56th Street, Indianapolis IN 46249-1200.

Air Force Survivor Benefit Plan annuitants must call DFAS at the number above, or use their online myPay account. The fax number for annuitants is 800-982-8459 or mail the change to DFAS, US Military Annuitant Pay, 8899 E 56th Street, Indianapolis IN 46249-1300.



**Q: How do I “buy back” my military service time so I can apply it toward my civil service retirement?**

**A:** Retirees can have their military service time considered for their civil service retirement if they “buy back” that time. In order to “buy back” military service time for civil service retirement, retirees must work with the Defense Finance and Accounting Service. DFAS offers a new Military Service Earnings/Buy Back Estimator that provides an **unofficial estimate only** and can assist with calculating military service earnings and the buy-back costs.

To use the calculator, and for more information about the buy-back process, visit the [DFAS website](#).

**Q: I’m moving and need to change my mailing address with the Air Force. Who do I contact?**

**A:** The Air Force does not maintain mailing addresses for retirees. If mailing addresses are needed for any correspondence, including the *Afterburner*, the Air Force relies on the addresses already on file with the Defense Finance and Accounting Service. Even if you have Direct Deposit or an online myPay account, it is very important to keep your address current with DFAS.

Retirees can change their address by calling 800-321-1080. (Do not mention the Air Force or *Afterburner* or you may be referred elsewhere.) If you have an online myPay account you can make the change online. You can fax your change to 800-469-6559, or send it to:

Defense Finance and Accounting Service  
U.S. Military Retired Pay  
8899 E 56th Street  
Indianapolis IN 46249-1200

## CONTACTS & RESOURCES

**Arlington National Cemetery** - Write to Arlington National Cemetery, Arlington, VA 22211. For general information, location of gravesites, and visitor information call 877-907-8585. Please note that the Arlington National Cemetery staff does not make pre-arrangements. Visit [www.arlingtoncemetery.mil/](http://www.arlingtoncemetery.mil/).

**Casualty Assistance** - Call toll free 877-353-6807. Overseas callers should contact the nearest U.S. Embassy.

**DEERS Telephone Center** - Call DEERs at 800-538-9552, Monday through Friday,

excluding U.S. federal holidays, 6 a.m. to 3:30 p.m. Pacific time.

**Eldercare Locator** - The Eldercare Locator is a public service of the U.S. Administration on Aging connecting people to services for older adults and their families. This locator allows people to search for a variety of topics using ZIP codes to find services nearest to them, or people can call 800-677-1116.

**Federal Long-Term Care Insurance Program** -- The program provides long-term care insurance to help pay for the costs of care you need if you can no longer perform everyday tasks (activities of daily living) by yourself because of chronic illness, injury, disability or the aging process. For assistance, call 800-LTC-FEDS (800-582-

3337) or TTY 800-843-3557 to speak with a program consultant. You can also visit <https://www.ltcfeds.com/>.

**Identification Cards** - Call 800-525-0102 for location of the nearest issuing facility, or to visit the [site locator](#).

**Legal Offices** can assist people with preparing wills and powers of attorney, and answer certain legal questions. People can visit the Air Force Legal Assistance website at <https://aflegalassistance.law.af.mil>.

**Medicare** - 800-633-4227 or visit [www.medicare.gov](http://www.medicare.gov).

**Social Security** - Call toll free 800-772-1213; commercial 410-965-8019; or write to Social Security Administration, Office of

Public Inquiries, Windsor Park Building, 6401 Security Blvd., Baltimore, MD 21235. Visit the [website](#) for more information.

**TRICARE Mail-Order Pharmacy Program (Express Scripts, Inc.)** - In United States, call toll free 800-282-2881; or overseas, call 866-275-4732. Visit <https://www.express-scripts.com/TRICARE/index.shtml> for more information.

**Veterans Affairs** - For benefit inquiries call 800-827-1000; life insurance 800-669-8477; status of headstones and markers, 800-697-6947; special issues such as Gulf War/radiation/Agent Orange/Project Shad call 800-749-8387; and GI Bill and education matters call 888-442-4551. Visit the website at [www.va.gov/](http://www.va.gov/).

# Air Force Retiree Activities Offices

Retiree Activities Offices are made up of retired volunteers from all services, including surviving spouses. Their charter is to coordinate, establish and staff an office on an active-duty, Reserve or Guard base through command channels that will assist retirees and surviving spouses with myriad actions.

These actions include: serving as an information center for TRICARE, base services, etc.; offering referrals for financial assistance and pay matters; counseling active-duty Airmen nearing retirement; and providing

guidance on retirement issues.

Another major activity involves working with base agencies to set up Retiree Appreciation Day events offering briefings by different agencies on respective services, tax preparation and advice (at selected locations); staff judge advocate assistance, base tours, Defense Finance and Accounting Service, etc.

Not all states or countries have an established Air Force RAO. The phone numbers and email addresses of RAOs Air Force-wide are listed below.

**Alabama**  
MAXWELL  
Phone: 334-953-6725  
Email: retiree.affairs@us.af.mil

**Arizona**  
DAVIS-MONTHAN  
Phone: 520-228-5100  
Email: keith.connolly@us.af.mil

**LUKE**  
Phone: 623-856-3923  
Email: 56fw.rao@us.af.mil

**Arkansas**  
LITTLE ROCK  
Phone: 501-987-6095  
Toll Free: 877-815-3111  
Email: henry.ward.2@us.af.mil

**California**  
BEALE - Currently Inactive

**EDWARDS**  
Phone: 661-277-4931  
Email: 412tw.rao@us.af.mil

**LOS ANGELES**  
Phone: 310-653-5144  
Email: rao.laafb@gmail.com

**MARCH**  
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Maj. Lisa Forester, Area XII representative - Delaware, District of Columbia and Maryland  
Chief Master Sgt. Jenny W. Pappas, Area XIII representative - Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont  
Chief Master Sgt. Emmet Heidemann, Area XIV representative - Pacific Region (includes Alaska and Hawaii)  
Col. Heather L. Osterhaus, Area XV representative - Atlantic Region (includes Europe and The Azores)  
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