

LITTLE ROCK AIR FORCE BASE

RETIREE UPDATE

Spring-Summer 2017

The Little Rock Air Force Base Retiree Update is an unofficial publication written and published by the Retirees Activity Office for the convenience of the Arkansas retiree community. Information contained herein does not necessarily represent the positions or opinions of the DOD, AETC, AMC, the 19th AW or any tenant on Little Rock Air Force Base. Efforts at complete accuracy have been made, however no absolute guarantee can be given or should be assumed.

Resources for Retirees

Retiree Activities Homepage: Our site contains a great deal of information pertinent to retirees including new programs, new services, base events and services and important links. Website: <http://www.littlerock.af.mil/Home/Retirees>.

Arkansas Department of Veterans Affairs: An excellent resource for information on military records, employment, benefits, healthcare, veteran support agencies and more. Website: <http://www.veterans.arkansas.gov/resources>.

New or Address Change: Immediately contact DFAS to update address information. The easiest and quickest method is to use myPay (<http://mypay.dfas.mil/mypay.aspx>). Retirees and annuitants who do not have a myPay account contact dfas at:

Retirees: Defense Finance and Accounting Service, US Military Retired Pay, PO Box 7130, London KY 40742-7130; Phone: 1-800-321-1080 or FAX 1-800-469-6559.

Annuitants: Defense Finance and Accounting Service, US Military Annuitant Pay, PO Box 7131, London KY 40742-731; Phone: 1-800-321-1080 or FAX 1-800-982-8459.

Next of kin DD214 requests: Next of kin of retirees can request a copy of a retirees DD214 by accessing the following websites: <http://vetrecs.archives.gov> OR <http://achives.gov/veterans/military-service-record>.

National Resource Directory is a web-based network of care coordinators, providers, and support partners with resources for wounded, ill and injured service-members, veterans, their families, families of the fallen and those who support them. Website: <https://www.nrd.gov>

Retiree Appreciation Day

Date: 22 September 2017

Walters Community Center, Little Rock Air Force Base

Schedule of events: To be determined

Scheduled Base Closures:

Monday, May 29	Memorial Day
Tuesday, May 30	Family Day
Monday, July 3	Family Day
Tuesday, July 4	Independence Day
Monday, September 4	Labor Day
Tuesday, September 5	Family Day

19th Medical Group

Clinic Hours of Operation: 7:30 a.m. - 4:30 p.m. Monday through Friday

Note: The clinic is closed for training on the 4th Thursday of every month.

Clinic Central Appointments: 501-987-8811 between 7:00 a.m. and 4:00 p.m.

Pharmacy Hours of Operation: Monday-Friday

Main Pharmacy: 7:30 a.m. to 4:30 p.m.
Civilian prescriptions accepted 7:30 a.m. to 4:00 p.m.
Refill Pharmacy 7:30 a.m. to 4:30 p.m.

Refill call-in: (501) 987-7457/7446 or 1-877-329-4762

Pharmacy copay: (* indicates a change)

LRAFB pharmacy up to 90 days:	\$0
Express Scripts up to 90 days:	
Generic Formulary	\$0
Brand Name Formulary	\$20
Non-formulary	\$49 (unless medical necessity is established)
Network pharmacy up to 30 days	
Generic formulary	\$10
Brand Name Formulary	\$24
* Non-formulary	\$50 (unless medical necessity is established)

Note: You can request a 90 day supply from a network pharmacy but you will be charged separately for each 30 days. For example, a 90 day supply of a generic drug will cost you \$30.

*Note: **Maintenance drugs must be obtained from the base or Express Scripts.** If you order your maintenance drug(s) from a network pharmacy (example Wal-Mart); the first time you will receive a notification from TRICARE. If you order from a network pharmacy a second time, you will again be notified by TRICARE. If you continue to use a network pharmacy expect to pay full price on your third order.*

Tricare Urgent Care Pilot Program:

*Note: **Medicare/TRICARE for Life enrollees are not subject to these restrictions.***

Under this program, retirees enrolled in TRICARE Prime will be allowed two visits per year to an Urgent Care facility without getting a referral from their Primary Care Manager (PCM). Appointments may be scheduled with any TRICARE-authorized network or non-network provider. Visits in excess of two per fiscal year must be approved by your PCM or point of service fees will apply. Retirees uncertain as to the need for urgent care and who are assigned to an on-base clinic can call the clinic for an evaluation. After normal duty hours contact the after-hours nurse at (501) 987-8811. Non-assigned retirees can use the 24-hour TRICARE Nurse Advice Line at 1-800-874-2273.

Urgent Care while traveling: If a referral is needed contact Humana at 1-800-444-5445.

The Urgent Care Pilot Program will remain in effect until May 23, 2019.

Optometry Clinic

Retirees with an off-base prescription can now obtain, at no charge, 1 pair of glasses per year from the Optometry Clinic.

VA Funded Home Based Primary Care

Under this program a team of health care professionals will provide in-home instruction to caregivers and family members caring for veterans in home care because treatment at an outpatient clinic is not recommended. Instruction will teach caregivers and family members about medical problems (medicine, food, etc.) and provide guidance for care. It does ***not*** provide emergency, daily nursing, therapy or housekeeping services. This service is currently available in Pulaski, Faulkner, Saline and Garland Counties as well as Cabot, Ward, Austin, Beebe, Pine Bluff, Redfield, Sheridan, East End and Malvern. For More information contact:

Tricia Flagg, MD,RD.LD; HBPC Program Director; (501) 257-5080

Force Support Services and Activities

Rockin' at the Rock (<http://rockinattherock.com>) is an excellent on-line source for information concerning support services, recreation opportunities, food and lodging availability, and family services offered by Little Rock Air Force Base.

19th Logistics Readiness Squadron

The 19th LRS Passenger Terminal can provide information regarding Space A travel opportunities for retirees. Retirees and their dependents are assigned travel category of VI which is the lowest priority. Passenger Terminal hours are: Monday through Friday, 8:30 a.m. to 11:30 a.m. Those interested in Space A travel can use the following resources:

24 Hour flight recording (501) 987-3684

Passenger Service Counter (501) 987-3342/3933

Space A email signup: <http://www.spacealittlerock@us.af.mil>

note: retirees using email will be required to furnish their name, rank, and service affiliation (ssn not mandatory). Dependents will need to furnish only their name (ssn or passport number is optional).

Military Personnel Section

Customer Support, DEERS Office (ID Cards)

Location: Building 1255, Suite 115

hours of operation: 8:30a a.m. to 3:30 p.m.

Phone: (501) 987-6831/8228

Note: It would be wise to contact Customer Support or the Retiree Activities Office before traveling to the DEERS office for an ID card or DEERS update. The DEERS system will occasionally go down without notice; there are periods of scheduled maintenance outages; and the office may be closed for holiday/family days, or directed no-notice reasons.

Agent Letters: Agent letters enable an individual designated by a disabled or aged retiree to access the base for the purpose of shopping, picking up medications and other services that the retiree or spouse can no longer perform for himself or herself. **Letters will be issued by appointment only.** Call Customer support at **(501) 987-6831** to schedule an appointment.

Initial Issue, and replacement for lost, stolen or expired IDs

Two forms of documentation are required in order to obtain an initial issue ID or replacement for a lost, stolen or expired ID. In addition, the sponsor must be present unless the applicant has a power of attorney specifically authorizing DEERS updates. One form of documentation **must be a valid/unexpired State or federal photo ID.** Examples include a driver's license, passport, or concealed carry permit. The second form of ID can be a Social Security Card, Birth Certificate, another state or federal photo ID, or voter registration card. **All documentation must be the original or a certified copy and can not be laminated. Unacceptable forms of ID,** include your expired ID, credit/debit cards, a line badge, school IDs, Sam's card, or a hunting or fishing license.

Initial Enrolment into DEERS documentation

-**New Spouse:** a certified and recorded marriage license, a birth certificate (original or certified copy and not laminated), a Social Security Card (original or certified copy and not laminated), and a current drivers license.

- **Children:** Certificate of live birth naming both parents, including the child's full name, and signed by the attending physician or responsible individual or birth certificate (original or certified copy and not laminated), and an original or certified copy of the child's Social Security Card that is not laminated.

Casualty Assistance/Survivor Benefits

Phone: (501) 987-3580

Fax: (501) 987-6452

EMAIL: jeffrey.wilson.48@us.af.mil

In the event of their death, retirees can simplify things for their surviving spouse or other next of kin by making the following readily available to them now:

- Your DD Form 214
- Your Retiree Account statement
- Any Applicable VA Paperwork
- Information on insurance policies
- A current will

The Casualty Assistance Office will be glad to help identify and acquire the necessary documentation.

*Note: Surviving spouses should be made aware that remarriage to a non-military individual will result in their losing all ID card privileges. If that marriage is terminated for any reason the spouse can re-apply for an ID card under the name of the original sponsor however, reinstated privileges will **not include Medical or TRICARE benefits.***

In the event of a retiree death, surviving spouses or next of kin should contact the Little Rock Air Force Base casualty Office (501-987-3580) as soon as possible. This office can provide invaluable service including;

- Application for arrears pay
- Survivor Benefit application and information if applicable
- VA Contact information if applicable
- Assistance with insurance
- Any other applicable assistance.

The office will also assist surviving spouses in obtaining a new ID card.

Note; Surviving spouses living outside of the local area can complete their claims paperwork via the US mail. Initial contact should be made using the above referenced phone number or email.

Summer Safety Tips for Retirees

As they get older retirees need to keep in mind that their natural ability to regulate temperature decreases with age. In addition, seniors tend to perspire less, making it harder for them to keep cool. Two conditions are of particular concern - heat exhaustion and heat stroke.

Heat exhaustion is indicated by headache, blurred vision, nausea, upset stomach, vomiting, sluggishness, fatigue, thirst, profuse sweating, low blood pressure, and a moderate increase in body temperature. If you begin to experience these symptoms use your common sense and get out of the heat. Find a cool place; lie down if you can; loosen your clothes if you can; drink cool, but not iced, water; and, if possible, apply ice wrapped in a towel to the head, neck, armpits and groin - areas that will bring the body temperature down. Sports drinks will help. Untreated, heat exhaustion can lead to heat stroke, which can lead to death.

Heat stroke occurs when the body loses its ability to cool itself. Sweating stops and the body's core temperature rises. Conditions common in seniors - obesity, cardiovascular disease and diabetes increase the risk of heat stroke as do many medications, dehydration, and alcohol. Symptoms include: headache, dizziness, high or low blood pressure, disorientation, agitation, confusion, hot dry skin, loss of consciousness, increased body temperature, rapid heartbeat and hallucinations. Heat stroke requires immediate medical attention so don't fool around thinking it will go away.

You can avoid heat exhaustion and stroke by taking a few simple precautions.

- **Drink lots of fluids.** Seniors, particularly those over 65, tend to not drink enough fluids and are subject to dehydration. Severe dehydration can be very dangerous.
- **Stay out of the sun** during peak temperature hours. Tee off, exercise, go shopping, garden or cut the lawn early in the morning or in the evening and when you do, limit your activity to a reasonable amount.
- **Take frequent breaks** preferably in a cool place. Any place that is air conditioned is best

Frequently called telephone numbers

Base Operator: 501-987-1110

<u>Provider</u>	<u>Building</u>	<u>Phone</u>	<u>Provider</u>	<u>Building</u>	<u>Phone</u>
AAFES General Manager	959	501-988-1180	Outdoor Recreation	460	501-987-3365
Airman's Attic		501-987-6777	Public Affairs	1255	501-987-3601
Air Force Aid Society		501-987-2667	Security Forces Desk Sergeant	481	501-987-3221
AR Department of Veteran's Affairs		501-663-8382	Security Forces Pass & ID	481	501-987-6338
AR State Veteran's Cemetery		501-683-2259	Security Forces Visitor Center	1500	501-987-3425
Auto/Wood Hobby Shop	656	501-987-6803/6504	Separation and Retirements	1255	501-987-7179
Base Exchange Main Store	787	501-988-2337	Shoppette, Arnold Drive	1035	501-988-2301
Base Exchange Alterations	787	501-988-9235	Shoppette, Chief Williams Drive	1996	501-988-4841
Base Exchange Barber Shop	787	501-988-1160	Social Security		1-800-772-1213
Base Exchange Beauty Shop	787	501-988-1900	Social Security, Sherwood Office		1-877-512-3854
base Exchange Clothing Sales	787	501-9873250	Space A Travel	430	501-987-3342
Base Exchange Food Court	787	501-988-2337	Space A Recorded Flight Info		501-987-3684
Base Exchange GNC Shop	787	501-988-0561	Thrift Shop	834	501-988-1191
Base Exchange Laundry	787	501-988-1616	TRICARE Standard & Prime		1-800444-5445
Base Exchange Optical Shop	787	501-988-2761	TRICARE for Life		1-866-773-8387
Bowling Center	956	501-987-3338	TRICARE Dental		1-888-838-8737
Burger King	789	501-988-4112	VA CHAMPVA		1-800-838-8737
Casualty Assistance	1255	501-987-3580	VA Hospital, Little Rock		501-257-1000
Chaplain	950	501-987-6014	VA Hospital, N. Little Rock		501-257-1000
Civil Service (OPM)		1-888-767-6738	VA Regional Office, Ft. Roots	65	1-800-827-1000
Clinic Appointments (General)	1090	501-987-8811	Veterinary Office	648	501-987-7249
		1-800-557-6815	Walters Community Center	940	501-987-2667
Clinic Immunizations	1090	501-987-7312			
Clinic Lab	1090	501-987-7438			
Clinic Optometry	1090	501-987-8702			
Clinic Pharmacy Refill Call-In	1090	501-987-7446/7457			
		1-877-329-5762			
Clinic Retiree Activities Office	1090	501-987-7306			
Combat Airlifter Newspaper	1255	501-987-3601			
Commissary	790	501-987-6990			
Commissary Announcements		501-987-8083			
Customer Service Military Pay	1255	501-987-8294			
Customer Service (ID Cards/DEERS)	1255	501-987-6831			
DEFAS Cleveland Pay Center		1-800-321-1080			
Deer Run Golf Course	1030	501-987-6825			
Fitness Center	827	501-9873283			
Firestone Tire (Shoppette)	1035	501-983-8250			
Hangar 1080	1080	501-9875555			
Health and Wellness Center	827	501-987-7288			
Honor Guard	656	501-987-6317			
ITT Ticket Sales	787	501-987-5105			
Legal	1250	501-987-7886			
Legal, Area Defense Counselor	1255	501-987-3260			
Library	940	501-987-6979			
Lodging	1024	501-987-6652			