



Sheppard Air Force Base Retiree Update



Spring – Summer 2016

*A service for all military retirees, their spouses and surviving spouses.
Brought to you by the Retiree Activities Office.*

The *Retiree Update* is an unofficial publication written, edited and published by the Sheppard Retiree Activities Office for the convenience of the Sheppard AFB retired population. The information or comments herein do not necessarily represent the positions or opinions of the DoD, USAF, AETC or 82d Training Wing. While all efforts have been made to assure the accuracy of the information in this publication, no absolute guarantee of accuracy can be given nor should any be assumed.

HAVE A NEW or ADDRESS CHANGE? Please immediately notify the below to update with your new info:

Retirees: Defense Finance and Accounting Service, US Military Retirement 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 40742-7131; Phone 1-800-321-1080 or FAX 1-800-982-8459.

Addresses for non-Air Force military retirees are received from the Retired Address Finder (RAF). Retirees and annuitants may also update addresses at the Pay Center's Website: www.dod.mil/dfas/money/retired.

Armed Forces Vacation Club -- The Armed Forces Vacation Club is a space-available program offering Department of Defense-affiliated people affordable condominium vacations at more than 3,500 resorts worldwide. For more information, visit <http://www.afvclub.com/>.

National Resource Directory - This 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. Located at <https://www.nrd.gov/>.

PUBLISHING THE RETIREE UPDATE NEWSLETTER: We will publish two issues a year; combining the Fall/Winter and Spring/Summer issues. Go to <http://www.sheppard.af.mil/> and click on the shortcut under "Popular Links" for "Retiree Update" (Bottom right-hand side of the page).

A Message from the Commanding General, Vice Commander, and Command Chief



Retiree and Family,

It is our pleasure to invite you to Sheppard Air Force Base's 29th Annual Retiree Appreciation Day which is hosted in your honor as a military retiree. Activities will be held on **Friday, May 13th, 2016** at the Community Activities Center Ballroom; Building 430, on Avenue H. Registration begins at 10:00. Activities will feature a Sheppard Update, a windshield tour of the base including the Retiree Activities Office and information booths by TRICARE, MiCare medical enrollment, recreational and legal services, survivor's benefits and the Texas Veteran's Commission. Lunch will be provided. Additionally, the Army & Air Force Exchange Service will offer two \$25 gift card drawings during the day. There will also be a drawing for a very special gift – but you must be present to win. Save this date and come out to enjoy our 29th Annual Retiree Appreciation Day... 'Your Opportunity for a Tropical Getaway.' We look forward to seeing you!

Our military retirees are an important part of Team Sheppard, and this day has been set aside to honor and thank you. We hope you can attend, and that this will be a very special day for you.

Sincerely,

Brigadier General Patrick J. Doherty, Commander, 82d Training Wing
Colonel Timothy W. Gillaspie, Vice Commander, 82d Training Wing
Chief Master Sergeant Joseph D. Pritchard, Command Chief, 82d Training Wing

HOTEL ACCOMMODATIONS FOR RETIREE APPRECIATION DAY

Government lodging availability at Sheppard Air Force Base is limited and subject to change. Retiree Appreciation Day guests requiring overnight lodging contact the SHEPPARD INN, 400 J Avenue, Building 1600. Reservations should be made as soon as possible due to availability of Space "A" rooms. Base Reservations: 940 855-7370, choose Option 0. Retirees not able to get government lodging will need to personally arrange for hotel/motel accommodations in the civilian community near the base. The below list of area hotel/motel information is provided for your convenience. This list does not reflect any official endorsement by the United States Air Force. When making your reservations you must call these hotels/motels directly. Ask to speak with the Manager, tell the Manager you need the special rate for the Sheppard Air Force Base Retiree Appreciation Day event (May 13, 2016).

Comfort Inn
Gen Manager, Mani
1317 Kenley Avenue
(940) – 766 – 3300
Inside Rooms
\$ 65.00 + Tax Per Night
For Any Room Type
Mention Group Code:
Retiree Appreciation
Day

Super 8 Motel
Gen Manger, Scott
1307 Kenley Avenue
(940) – 322 – 8880
Inside Rooms
\$ 42.40 + Tax Per Night
Standard King Regular or Accessible
\$ 49.20 + Tax Per Night
Two Double Beds Regular
or Accessible

La Quinta
Gen Manager, Carson
Front Desk Mgr., Renee
1128 Central Freeway
(940) – 322 - 6971
Outside Rooms
\$ 59.00 + Tax Per Night
For any room type
MUST CALL BY MAY 1ST
Mention Group Code:
Retiree Appreciation Day

Red Roof Inn
Gen Manager, David
1032 Central Freeway
(940) – 766 - 6881
Outside Rooms
\$ 49.99 + Tax Per Night
For Double Room
\$ 54.99 + Tax Per Night

Candlewood Suites
Gen Manager, Norma
1320 Central Freeway
(940) – 322 - 4400
Inside Rooms
\$ 89.00 + Tax Per Night
Standard Queen Room
Mention: Government Rate
Or Senior Rate

Econo Lodge
Gen Manager, Danny
1700 5th Street
(940) – 761 - 1889
\$ 44.99 + Tax Per Night
For Single Room
\$ 49.00 + Tax Per Night
For Double Room
Ask for Group Code:
Retiree Appreciation Day

RETIREE APPRECIATION DAY
FRIDAY MAY 13, 2016
‘YOUR OPPORTUNITY FOR A TROPICAL GETAWAY’
COMMUNITY ACTIVITIES CENTER (CAC), Building 430

- 1000 – 1015 --- Registration (Refreshments provided)
- 1015 – 1030 --- Welcome by the 82 TRW Vice Commander
- 1030 – 1130 --- Guest Speaker
- 1135 – 1400 --- Lunch Provided. Retiree Appreciation Day Fair starts. Information Booths Opened; Over 20+ Booths to include outside agencies; MiCare Enrollment; VA Information. **LOTS OF DOOR PRIZES!!** **The Base Exchange will be giving away two \$ 25.00 Gift Cards and a Special Gift. You must be present to win.**
- 1300 – 1330 --- Dog Demonstration
- 1330 – 1500 --- Bus Tour (Stops – Retiree Activities Office, Rec Services Commons, etc.)
- 1430 – 1630 --- ID Cards updates will be available at Building 402, Room 108
- 1530 Armed Forces Day Parade

1. 82D TRAINING WING - Chief of Safety (James E. Zillweger)

Springtime Chores Done Safely

It's finally spring and time to take care of all those outdoor chores. Data shows that each year about 400,000 people are treated in hospital emergency rooms for injuries from lawn and garden tools. Each year, about 25,300 people are injured and 75 people are killed on or near riding lawnmowers and garden tractors. One out of every five deaths involves a child. It is estimated that most of the deaths to children occurred when a child was in the path of a moving mower. Other garden equipment can be dangerous even when it is not in use. For example, weed and hedge trimming equipment has sharp blades that can cut if the blades are mishandled.

Please consider the following precautions to prevent injuries from lawn and garden equipment.

- Dress appropriately for the task. Wear long pants, long-sleeved shirts (to avoid injuries from thrown objects like rocks or sticks), close-fitting clothes and no jewelry (to avoid getting anything caught in moving parts), sturdy shoes with slip-resistant rubber soles, eye protection, heavy gloves (protects hands when changing, sharpening, or cleaning blades), and hearing protection such as ear plugs when using motor-driven equipment.
- Before starting up machinery, remove objects from the area in which you are working that can cause injury or damage equipment, such as sticks, glass, metal, wire, and stones.
- Make sure that safety devices on the equipment are in place and functioning properly before starting work.
- Never let a child ride or operate a garden tractor or riding mower, even if the child is supervised. Teenagers should only be allowed to operate outdoor power equipment if they possess adequate strength and maturity to do so safely. They also should be supervised by a responsible adult. Keep children indoors and supervised at all times when any outdoor power equipment is being used. Young children move quickly and are attracted to mowers and mowing activity, especially if they have been given rides on mowers before. Never assume children will remain where you last saw them. Be alert and turn off the mower if children enter the mowing area. Use extra care when backing up or when approaching corners, shrubs, and trees. Be sure power tools are turned off and made inoperable if they must be left unattended to prevent use by children.
- Unplug electric tools and disconnect spark plug wires on gasoline-powered tools before making adjustments or clearing jams near moving parts. Handle gas carefully. Never fill gasoline tanks while machinery is on or when equipment is still hot. Wipe up spills. Store gas in an approved container away from the house. Finally, never smoke or use any type of flame around gasoline or any gasoline-powered equipment.
- Never work with electric power tools in wet or damp conditions. For protection against electrocution, use a ground fault circuit interrupter (GFCI). GFCIs come in several models, including a portable plug-in type. Be sure that extension cords are in good condition, are rated for outdoor use, and are the proper gauge for the electrical current capacity of the tool.

Information courtesy of the U.S. Consumer Product Safety Commission

Protection from the Sun's Harmful Rays

Protection from sun exposure is important all year round, not just during the summer or at the beach. Ultraviolet (UV) rays can reach you on cloudy and hazy days, as well as bright and sunny days. UV rays also reflect off of surfaces like water, cement, sand, and snow.

The hours between 10 a.m. and 4 p.m. daylight savings time (9 a.m. to 3 p.m. standard time) are the most hazardous for UV exposure in the continental United States. UV rays are the greatest during the late spring and early summer in North America.

The Centers for Disease Control and Prevention recommends easy options for sun protection—

- Use sunscreen with sun protective factor (SPF) 15 or higher, and both UVA and UVB protection.
- Wear clothing to protect exposed skin.
- Wear a hat with a wide brim to shade the face, head, ears, and neck.
- Wear sunglasses that wrap around and block as close to 100% of both UVA and UVB rays as possible.
- Seek shade, especially during midday hours.

Sunscreen

The sun's UV rays can damage your skin in as little as 15 minutes. Put on sunscreen before you go outside, even on slightly cloudy or cool days. Don't forget to put a thick layer on all parts of exposed skin. Get help for hard-to-reach places like your back.

How sunscreen works. Most sun protection products work by absorbing, reflecting, or scattering sunlight. They contain chemicals that interact with the skin to protect it from UV rays. All products do not have the same ingredients; if your skin reacts badly to one product, try another one or call a doctor.

SPF. Sunscreens are assigned a sun protection factor (SPF) number that rates their effectiveness in blocking UV rays. Higher numbers indicate more protection. You should use a sunscreen with at least SPF 15.

Reapplication. Sunscreen wears off. Put it on again if you stay out in the sun for more than two hours and after you swim or do things that make you sweat.

Expiration date. Check the sunscreen's expiration date. Sunscreen without an expiration date has a shelf life of no more than three years, but its shelf life is shorter if it has been exposed to high temperatures.

Cosmetics. Some make-up and lip balms contain some of the same chemicals used in sunscreens. If they do not have at least SPF 15, don't use them by themselves.

Clothing

Loose-fitting long-sleeved shirts and long pants made from tightly woven fabric offer the best protection from the sun's UV rays. A wet T-shirt offers much less UV protection than a dry one. Darker colors may offer more protection than lighter colors.

If wearing this type of clothing isn't practical, at least try to wear a T-shirt or a beach cover-up. Keep in mind that a typical T-shirt has an SPF rating lower than 15, so use other types of protection as well.

Hats

For the most protection, wear a hat with a brim all the way around that shades your face, ears, and the back of your neck. A tightly woven fabric, such as canvas, works best to protect your skin from UV rays. Avoid straw hats with holes that let sunlight through. A darker hat may offer more UV protection.

If you wear a baseball cap, you should also protect your ears and the back of your neck by wearing clothing that covers those areas, using sunscreen with at least SPF 15, or by staying in the shade.

Sunglasses

Sunglasses protect your eyes from UV rays and reduce the risk of cataracts. They also protect the tender skin around your eyes from sun exposure.

Sunglasses that block both UVA and UVB rays offer the best protection. Most sunglasses sold in the United States, regardless of cost, meet this standard. Wrap-around sunglasses work best because they block UV rays from sneaking in from the side.

Shade

You can reduce your risk of skin damage and skin cancer by seeking shade under an umbrella, tree, or other shelter before you need relief from the sun. Your best bet to protect your skin is to use sunscreen or wear protective clothing when you're outside—even when you're in the shade.

*Information courtesy of the Centers for Disease Control and Prevention
(http://www.cdc.gov/cancer/skin/basic_info/prevention.htm)*

2. 82D MEDICAL GROUP (Col Gregory B. DeWolf)

Sheppard Clinic Hours of Operation

Sheppard Clinic Normal Hours of Operation: Monday-Friday: 0730-1630

Exceptions:

Internal Medicine: 0700-1630

Lab: 0700-1630

Immunizations: 0730-1600 (*Thursday 1400-1600 Airman in Training have priority*)

Pharmacy: 0730-1630 drop-off/pick-up (*1630-1700 prescription pick-up only*)

***Closed weekends, holidays, and family days.**

****Closed the first Wednesday of every month from 0700-1000 for Medical Readiness Training (includes lab, radiology, pharmacy, and all administrative offices).**

TRICARE PHARMACY MEDICATION COPAY INCREASES

Effective: 1 Feb 16 WHO: All Non-Active Duty Beneficiaries

Military Pharmacy

Get up to a 90-day supply of most prescription drugs.

\$0 copayment

No changes on 1 Feb 16

Home Delivery

Get up to a 90-day supply of most prescription drugs.

Current Costs (Thru 31 Jan 16)	2016 Costs (Starting 1 Feb 16)
Generic formulary: \$0	Generic formulary: \$0
Brand name formulary: \$16	Brand name formulary: \$20
Non-formulary: \$46 (unless you establish medical necessity)	Non-formulary: \$49 (unless you establish medical necessity)

Network Pharmacy

Get up to a 30-day supply of most prescription drugs.

Current Costs (Through 31 Jan 16)	2016 Costs (Starting 1 Feb 16)
Generic formulary: \$8	Generic formulary: \$10
Brand name formulary: \$20	Brand name formulary: \$24
Non-formulary: \$47 (unless you establish medical necessity)	Non-formulary: \$50 (unless you establish medical necessity)

If you want a 90-day supply from your network pharmacy, you'll pay the cost for each 30-day supply.

For example, a 90-day supply of a generic drug will cost \$30 beginning 1 Feb 16.

*Some non-formulary drugs are only covered through Home Delivery. Check with Express Scripts before filling prescriptions for non-formulary drugs at a retail network pharmacy.

**For more specific information, please contact Express Scripts at (877) 363-1303 or visit their website:

<https://www.express-scripts.com/TRICARE/index.shtml>

Referrals – Ensure you have an active referral in hand *BEFORE* you see a specialty provider!

Do you have an annual cardiology appointment? Do you see a specialty physician on a continuing basis? Do you know how many visits you have left on the referral? Do you know when the referral expires?

Referrals are approved for a specific period of time and a specific number of visits. If either expires, the referral is no longer active. It is patient responsibility to track dates and number of visits. The most effective method to track these is through Humana's mobile app.

In your search engine type "MyHumana" and enroll. Access is available 24 hours a day and 7 days a week. There are many features available such as:

- Track your referrals dates and number of visits
- Find a provider, emergency or urgent care facility by zip code
- Beneficiary eligibility and plan information
- Pay premiums with PayByPhone



- Review your claim information
-

Meet for “TRICARE Tuesday” at the Retiree Office

Do you have questions about your benefits? Need some information about the medical group? Join us at the Retiree Activity Office on a monthly basis to get updates on services, ask questions, or just chat. Mark your calendar for upcoming dates and times.

Tuesday, 15 March @ 1000
Tuesday, 19 April @ 1000
Tuesday, 17 May @ 1000
Tuesday, 21 June @ 1000
Tuesday, 19 July @ 1000
Tuesday, 16 August @ 1000
Tuesday, 20 September @ 1000
Tuesday, 18 October @ 1000
Tuesday, 15 November @ 1000
Tuesday, 20 December @ 1000



Coffee and Conversation

Do you have kudos, concerns or suggestions regarding your medical care? This is your time to voice those issues directly to medical group leadership. Your concerns are important to us and our leadership is here to make a difference. Join us at our monthly Coffee and Conversation - your concerns will be addressed!

Meet us at the “The Commons” (old Library), grab a cup of coffee from Brew U, and let’s chat!

Mark your calendar with the 2016 dates and times for patient-centered discussions:

Wednesday, 13 April @ 1200 (noon)
Wednesday, 11 May @ 1600
Wednesday, 8 June @ 0830
Wednesday, 13 July @ 1200 (noon)
Wednesday, 10 August @ 1600
Wednesday, 14 September @ 0830
Wednesday, 12 October @ 1200 (noon)
Wednesday, 9 November @ 1600
Wednesday, 14 December @ 0830

Dispose of your Medication Safely

This is the perfect time to clean out all unwanted, unused, and/or expired medication and dispose of these medications safely!

Check out Sheppard Clinic’s new Medsafe - look for the bright blue box in the pharmacy waiting area!



1. Leave medication in original packing/containers when possible and remove all labels with personal identifiable information.

2. NO liquid containers more than 4 oz and please place in a sealed plastic baggy before depositing.
3. No sharp containers, needles, syringes, batteries, aerosol spray cans, trash, medical devices, chemicals or other hazardous material

Mark Your Calendar - Upcoming 2016 Sheppard Clinic Closures:

AETC Family Day	Friday, 27 May
Memorial Day Holiday	Monday, 30 May
Independence Day Holiday	Monday, 4 July
AETC Family Day	Tuesday, 5 July
AETC Family Day	Friday, 2 September
Labor Day Holiday	Monday, 5 September
Columbus Day Holiday	Monday, 10 October
Veterans Day Holiday	Friday, 11 November
Thanksgiving Holiday	Thursday, 24 November
AETC Family Day	Friday, 25 November
Christmas Holiday	Monday 26 December
AETC Family Day	Tuesday, 27 December

Know Before You Go! TRICARE “In-Network” Provider? Maybe not..... Avoid Unnecessary Out-of-Pocket Medical Expenses

Check the Humana website to see which providers are actually contracted in the TRICARE network before you get treatment! Access www.humana-military.com or call 1-800-444-5445 to ensure the provider you want to see is actually an “in-network” TRICARE provider and if a referral is needed prior to your treatment.

Optometry Clinic Open to Retirees and Dependents!

With the addition of a new optometrist, appointments are now available for **Retirees and Dependents**. Call (940) 676-6243 to schedule an appointment. TRICARE Standard and TRICARE for Life beneficiaries are scheduled on a space available basis only.

Retirees have the option to see a local optometrist for an eye exam. TRICARE authorizes one eye exam every two years without a referral. ****Note**** this is for an eye exam only – ***other services may require a referral and the appointment has to be one full year to the day from the previous year’s appointment. Local in-network optometrist’s in the area are limited.*** Check with Humana 1-800-444-5445 prior to receiving any services.

Get the Information First! “Like” and Share the Sheppard Clinic’s Facebook Page! Search for us “**AFMS-Sheppard 82d Medical Group**”

Find out the latest information on:

- Changes to Clinic Hours
- Unscheduled, Holiday, or Weather Closures
- Clinic Moves and Updates
- Health and Wellness Tips
- New Programs
- Information on Back to School Physicals
- Clinic Construction
- New Services and New Providers
- Food Recalls

Sheppard Clinic Patient Advocate Program

Our goal is to become your "Medical Home" and ensure you receive the best care possible. We value your feedback. If you have any concerns, questions, or comments about your appointment, customer service, or policies in the medical group, please do not leave the clinic without discussing your issue with the patient advocate in the section(s) of your concern. Their photographs and contact information are posted in every section of the clinic; they will gladly assist you, or elevate your concerns through leadership channels. Also for your convenience, we have customer service comment cards located in black boxes throughout the clinic. You may complete them and insert them into the locked boxes while still in the clinic, or take them home and enter the information at your convenience from any computer at <http://ice.disa.mil>. If you have a "smart phone," you may also scan the QDR on the back of the comment card and enter your data directly from your phone.

Sheppard Clinic has **FREE** Health Classes Available!

Want to start the year out right with a weight management program, need help with your blood pressure, want to control your diabetes or just want to quit smoking? Health Promotions has classes available to you at no cost! Now is the time to make a positive change in your life and we are here to help you make that change! Call (940) 676-5831 or (940) 676-6003.

Sheppard Clinic Emergency and Urgent Care Procedures:

EMERGENCY – Sheppard Clinic has no emergency services. For a true emergency with a threat to life limb or eyesight, call 911 or go to the nearest emergency room (i.e., chest pain, inability to breathe, fractures, eye injury).

- United Regional Health Care Systems, 1600 11th Street (Trauma Center)
- Kell West Regional Hospital, 5420 Kell West Blvd

LOCAL URGENT CARE – Sheppard Clinic has medical professionals available 24/7 by calling (940) 676-1847; toll free at (877) 676-1847, or (800) 874-2273. The medical professional will triage the patient on the health concern, may book the patient an appointment with the physician, may provide information on over the counter methods of care, or may direct the patient to an Urgent Care Facility. No authorization number is required to access urgent care. Referrals are submitted the next business day. If you are not directed by the medical professional to an urgent care facility, the visit will not be authorized for payment. The medical bill then becomes patient responsibility.

URGENT CARE WHILE TRAVELING – Contact Humana at 1-800-444-5445, provide them the address or area where you are *physically* located and your health concern. Humana will advise what local urgent care is available and initiate a referral/authorization for payment of the visit. Routine medical care will not be authorized.

*****NOTE*** Check and read your Explanation of Benefits (EOB) from Humana closely! Contact Humana at 1-800-444-5445 to avoid unnecessary out of pocket expenses and potential credit reporting issues.**

MiCare

Secure messaging with your health care team (non-urgent medical concerns only)

MiCare secure messaging is an online service that allows patients to take command of their healthcare by offering efficient electronic exchange between patients and their healthcare team. It allows for a more *secure* exchange of health information compared to using a personal email account.

The many uses of MiCare:

Request a school physical

Request a doctor's note

Request your next non-urgent appointment

Receive test and lab results

Communicate online with the healthcare team about non-urgent symptoms

Request a copy of your immunization record

Request medication renewals

Access a large library of patient education materials

Complete the registration form attached. Either scan and email the form to Princess.Skaggs@us.af.mil or drop it off at any Sheppard Clinic front desk. It takes about 2 minutes to register the patient and with just a few additional steps on your smart phone or computer, you can be online with your healthcare team. For your convenience computers are available for use in the Pharmacy and Family Health Clinic waiting areas.

Behavioral Health is Open to Retirees

Do you suffer from any of these everyday problems.....

I just can't sleep and feel exhausted every day!

I can't cope with this relationship anymore!

The stress of this job is killing my marriage!

I'm worried and nervous all the time!

Nothing interests me anymore!



I just can't concentrate!

If you are a TRICARE Prime beneficiary with a primary care provider here at Sheppard Clinic you can now get appointments for short term behavioral health issues – call (940) 676-1847 to make an appointment.

TRICARE for Life (TFL) and Veterans Affairs (VA) Claims

When a TRICARE for Life beneficiary gets non-service connected care at a VA facility, TRICARE **will only pay 20% of the TRICARE-allowable charge and the beneficiary may be responsible for the remaining 80%.**

There have been reports of VA facilities informing beneficiaries that if their service connected rating is 60% or greater, they will see them for everything and not bill them. TRICARE pays on any TFL claim only after Medicare and any other health insurance payments.

Although VA facilities are TRICARE-authorized, they **are not** Medicare-certified—the VA can't bill Medicare. This means TRICARE can only pay up to 20% of the TRICARE-allowable charge. If beneficiaries get medical care for non-related service-connected disability at a VA facility they may be responsible for the other 80%.

This applies to all Medicare-eligible beneficiaries! For more information call 1-800-444-5445.

Transferring Prescriptions

Are you new to the area? Or do you have children or grandchildren visiting from a different state or region? Sheppard Clinic Pharmacy can have the prescription transferred to our facility. The parent will need to bring in the prescription bottle (best method) or the phone number of the Pharmacy where the prescription was last filled. It takes approx. 2-3 days depending on the response time from the previous pharmacy.

Appointment “No Show” Causes Delay in Care

By missing scheduled medical appointments you reduce the availability of appointments to all beneficiaries. Most of these appointments remain unfilled due to the short notice. This also causes a delay in medical treatment for those needing acute treatment due to unavailable appointments.

The mission of the 82d Medical Group is to deliver quality health care to our beneficiaries. In order to meet this goal Sheppard AFB Clinic has established a policy on “no shows” and “late shows” for medical appointments.

The Sheppard AFB Clinic designates a patient as a “no show” for a medical appointment when the patient does not keep a scheduled appointment or when the patient fails to cancel the appointment two hours prior to the scheduled time. Appointments scheduled before 9:00 am need to be cancelled prior to the close of business the previous duty day. This information is reviewed by the clinics daily.

A “late show” includes any patient who arrives at the clinic more than 5 minutes after their scheduled appointment time. The clinic will attempt to accommodate the patient as scheduling permits. Patients arriving 15 minutes after their scheduled appointment will be required to reschedule.

Sheppard Clinic understands unexpected situations occur which require patients to cancel an appointment and will accommodate the patient in these unique circumstances.

Cancel appointments by:

Call the appointment line at (940) 676-1847

Access TRICARE Online (TOL) right from your computer or smart phone

Patient Safety Mystery Patient Program

The 82d Medical Group is committed to the safety of our patients. In order to solidify our patient safety program, we want to hear from you on how we performed in the top safety elements as outlined by *The Joint Commission* in their National Patient Safety Goals (NPSGs). These goals are the foundation of our patient safety program and are utilized to assist us in providing safe patient care. *The Joint Commission* National Patient Safety Goals are:

- Identify patients correctly
- Use medicines safely
- Prevent infection
- Prevent wrong site, wrong procedure, and wrong person surgery

Where do you fit in? Your input on how well we adhered to the National Patient Safety Goals assists us in maintaining a safe patient care environment.

Our Patient Safety Program Manager developed a Mystery Patient Program that allows you to assess how well we adhered to the National Patient Safety Goals. The Patient Safety Program Manager randomly selects patients and provides them a mystery patient survey card. This mystery patient safety card contains no personal information and is designed to be completed at the end of your appointment. Once completed, you will place it in the clinic's comment card box. We share your input with the clinics' patient safety representatives and if necessary they will make the appropriate changes to their clinical practices to provide you with a safe patient care environment. Your participation in this program provides you an opportunity to partner with us in the care provided to you and other beneficiaries. If you have any questions about the program or you would like to participate in the program, please contact Mrs. Mejia at deeann.mejia.ctr@us.af.mil, or at (940) 676-3065.

TRICARE Pharmacy Medications Changes!

The 2016 National Defense Authorization Act (NDAA) requires TRICARE beneficiaries to get some prescription maintenance drugs from the TRICARE Pharmacy Home Delivery or a military pharmacy which started October 1, 2015. This change doesn't apply to active duty service members, beneficiaries who live overseas, and beneficiaries who have other health insurance with a prescription benefit. More information is available at www.tricare.mil/RxNewRules.

Maintenance drugs are those you take regularly for a long time, such as drugs to control blood pressure or cholesterol. The law does not apply to drugs you take for a short time, like antibiotics, or generic drugs.

The TRICARE pharmacy contractor, Express Scripts, sent letters to beneficiaries taking an affected drug, explaining their options. Beneficiaries can contact Express Scripts at (877) 363-1303 or check to see if they are affected at: <http://www.health.mil/selectdruglist>

Please note: If beneficiaries fill at a retail pharmacy again, they will have to pay 100 percent of the cost of their medication.

Waivers may be available to beneficiaries with special circumstances, such as living in a nursing home, emergency or personal needs. Beneficiaries must call Express Scripts at 1-877-363-1303 to request a waiver.

How do I switch to a Military Pharmacy?

- Military pharmacies don't stock all drugs on the TRICARE formulary, so it may not be available.

- Call your military pharmacy to see if your drug is on the formulary and request to transfer your prescription at (940) 676-6310.

Tobacco Cessation & Better Body Better Life Classes

TOBACCO CESSATION
Isn't it time to quit?
Join us for this 4 week program designed for quitting tobacco and lifestyle modification!

Multi-disciplinary Program – Pharmacy, Dental, and BHOP
4-one hour classes spread over 2- new classes start every month

Classes:
Mar: 18, 19, 22 (8-9am)
Mar: 19, 22, 29 and 5 April (3:30-4:30)
April: 5, 12, 19, 26 (8-9am)
April: 19, 26, and 3, 10 May (3:30-4:30pm)
May: 3, 10, 17, 24 (8-9am)
May: 17, 24, 31 and 7 June (3:30-4:30pm)

Better Body Better Life
Weight Management Program
Join us for this 4 session program designed for healthy weight loss/maintenance and lifestyle modification
4-one hour classes spread over four weeks

Learn about:
Nutrient dense foods, portion sizes, emotional eating
Carbs: sugar, carbs, alcohol, hydration, stress
Better Choices! Fat, dining out, dealing with slips, meal planning, grocery shopping, sleep, plateaus

Classes:
All classes are 1:30-2:30pm
March 6, 13, 21, & 28
April 4, 11, 18, & 25
May 2, 9, 16, & 23

Open to all Military Active Duty, Retirees, & Family Members

Traveling Overseas for Vacation?

Come visit the **NEW** Traveler's Health Consult Service! The media is filled with travel related health risks. Find out what diseases you and your family might be exposed to and how to protect yourself.

Call to make an appointment and find out what:

- Are the recommended immunizations for your area of travel
- Medications may be needed for preventing disease or infections
- What self-help medications or prescriptions are available
- How to protect yourself from the Zika virus
- Are you at risk and what to avoid in your country of travel

Call 676-3052 or 676-1874 for an appointment and keep your family safe and healthy on your vacation.

3. 82D FORCE SUPPORT SQUADRON (Maj Kyle A. Moe)

ID CARDS - OFFICE LOCATED IN BLDG 402, ROOM 108, 426 5th AVENUE

Hours of operation are Monday, Tuesday, Wednesday and Friday: 8:00 am to 4:30 pm. Thursday, 9:00 am to 4:30 pm. Walk-in hours are from opening until 1:00 pm. After 1:00 pm and until closing, visitors must call to make an appointment at 940-676-9324. These hours are subject to change, so if you are coming from out of town, please call before you leave.

The Casualty Assistance & Survivor Benefit Plan Offices and the Airmen & Family Readiness Center will be relocating from Bldg 962 to Bldg 960 in late Spring 2016.

Directions from the Main Gate:

Make a right as soon as you pass the main gate.

At the first Stop Sign, make a Left.

Make a Right on 9th Ave.

Bldg 960 will be on your left hand side located at the Corner of 9th Avenue and 'H' Avenue.

CASUALTY ASSISTANCE 940-676-2984 & SURVIVOR BENEFIT PLAN (SBP)
INFORMATION 940-676-4264, BLDG 962 (To move to Building 960 late spring)

Attention Retirees!! Prepare your loved ones and have the following items readily available for those you love and leave behind:

DD Form 214 (discharge papers)
Retired pay statement
Leave & Earnings statement
VA paperwork, if applicable
Current WILL
Names, phone numbers & policy numbers for any life insurance policies

Having the above information readily available will alleviate any undue stress and make it easier for your loved ones to apply and receive the benefits and entitlements you left behind for them. Please be assured we are here to assist with the necessary paperwork that he/she will need to complete when the time comes. Come see us for assistance in making sure you have all of your necessary papers together.

Retirees: Please inform your spouse that if you predecease him/her and he/she decides to remarry after your death, his/her ID Card privileges will be terminated. If that marriage ends in death or divorce, he/she will be entitled to get their ID Card reinstated under you, the original sponsor, however, the reinstated privileges will Not Include Medical or TriCare Benefits.

When a Retiree passes the Sheppard AFB Casualty office will assist with the following:

Application for Arrears of Pay, last Retiree Paycheck
Survivor Benefit Plan, if applicable
VA application, if needed
OPM application, if applicable
Contact applicable life insurance agencies, if needed
Other assistance, depending on the situation
Schedule the appointment to get another ID Card
One on one visit with the surviving spouse to complete the above claims paperwork
If the surviving spouse lives outside the local area, we may conduct this process via US Postal Service.

AIRMAN & FAMILY READINESS CENTER BLDG 962 Tel: 940-676-4358 (To move to Building 960 late spring)

The A&FRC provides immediate, short-term intervention and referral to appropriate agency or service to assist individuals and families facing crisis situations. The A&FRC's core service areas include: deployment planning/support, personal financial management skills, personal and work life skills development, relocation assistance, employment assistance, volunteer resources, military child education information, exceptional family member support, transition assistance, wounded, ill and injured support services, and support to the community during disaster/crisis/evacuation situations via the Emergency Family Assistance Center. Please call our office if there is any information or assistance we can provide for you.

Listed below are the activities that are sponsored by the 82nd Force Support Squadron for your entertainment and sports activities. Anyone is welcome to come on to Sheppard Air

Force Base to enjoy using the Skeet and Trap Range and the Wind Creek Disk Golf Course. So bring your friends! Before coming to the base to use the Skeet and Trap Range and the Wind Creek Disk Golf Course folks who do not have access to the base must first go on to the 82fss.com website to download the application for the pass to use the Sheet and Trap Range and/or the Wind Creek Disk Golf Course.

Sheppard Club – Building 340 - Telephone – 940-676-3630 or 940-676-8010

North Bowling Lanes – Building 811 - Telephone - 940-676-2677

South Bowling Lanes – Building 318 – Telephone - 940-676-7174

THE FOLLOWING ENTERTAINMENT ACTIVITIES ARE NOW LOCATED IN BUILDING 312, THE COMMONS.

Community Programs – Telephone - 940-676-4136

The Retiree Recall is held every third Tuesday at 10:00 a.m. It is designed for retirees of all ages with guest speakers, games, crafts, informational briefings, fun and fellowship with your peers.

Watch for our special arts & crafts classes offered each month.

Brew U – Telephone - 940-676-0751 Hours; 6:30 a.m. – 7:00 p.m. Monday - Fridays and 10:00 a.m. – 5:00 p.m., Saturdays and Sundays

Information Tickets & Travel – Telephone - 940-676-2302 or 940-676-7019

Sheppard Library - Telephone - 940-676-4136

Outdoor Recreation – Building 4490 - Telephone - 940-676-4141

Swimming Pools – Open from Memorial Day to Labor Day – Telephone - 940-676-4141

Sheet & Trap Range – Building 2382 – Telephone - 940-676-4141 Hours; Thursdays, 4:30 – 8:00 p.m. and Saturdays and Sundays, 9:00 a.m. to 5:00 p.m.

Wind Creek Disk Golf Course – Located on the old Wind Creek Golf Course, Telephone - 940-676-4141

Sheppard Annex On Lake Texoma – Telephone - 903-523-4613; Open 7 days a week from 8:00 a.m. – 5:00 p.m. The annex is located on over 580 acres on the south-west side of Lake Texoma. It offers fishing, a shallow beach, a store and courtesy boat ramp. There are 20 cabins available to reserve.

4. 82D LOGISTICS READINESS SQUADRON (Maj Jonathan Lawson)

Have you retired recently or plan on retiring soon? Are you unsure of your personal property entitlements? Don't wait or it could be too late!

It's never too early to ask a question regarding future moves. In fact, we at the 82 LRS Personal Property Section encourage it! Questions on moving your household goods, family members, professional gear, can easily be answered by our customer service section. Help us help you ensure your move is as smooth as possible! Please call us at (940) 676-5499/2457 or stop at building 402, room, 110. We look forward to assisting you.

5. 82D SECURITY FORCES SQUADRON (Maj Lawrence Wyatt Jr.)

Defending Sheppard with Defense Biometrics

Security forces throughout Air Education and Training Command are using technology improvements to make base access more secure, while at the same time saving money and resources.

Defense Biometric Identification System, or DBIDS, was implemented to increase the security of the base. In 2009 Sheppard began using DBIDS, to check ID's at base entry control points.

The DoD-owned and operated system developed by Defense Manpower Data Center, where, as a force protection program to manage personnel identity, property and installation access at DoD installations. It receives frequent updates on changes to personnel credential status, law enforcement warrants, lost or stolen ID cards to keep defenders at the gate with the most up-to-date information as possible.

"Since we began utilizing DBIDS, we've been averaging 41,000 scans per month," said Tech. Sgt. Janice Lucky, 82nd Security Forces Squadron NCO in charge. "We are finding about 620 people every month either have an expired ID card, are not registered in DBIDS or are barred from a DoD installation; from a security standpoint, that's significant."

Since January 2013, DBIDS has aided in the identification and apprehension of 36 personnel attempting to access Sheppard who've had active warrants for their arrest, for crimes ranging from unpaid parking tickets to sexual offenders.

"We have been able to catch these personnel with warrants out for their arrest prior to them entering the installation," said Master Sgt. Tim Lawrence, 82nd Security Forces Squadron installation security superintendent. "Our defenders are able to more effectively ensure a safe environment for Sheppard and their families."

At the installation point of entry DBIDS will identify a reason for ID cards to be revoked. The security forces member initiates the process to get a new card. The entry controller will deface the revoked card and issue a receipt. The guard will punch a hole in it and staple a receipt with the directions to be issued a new card. Cards with holes punched in it cannot be used to get into base a second time. Two forms of ID (driver's license, social security card, Military ID, birth certificate, passport) are required to have a new ID card issued. The entry controller will issue you a base pass if you are still authorized base access. If this happens on the weekend, wait until the next duty day.

"Stringent access rules help guarantee that only authorized personnel with a reason for being on base are allowed entry," said Senior Master Sgt. Bradley Quam 82nd Security Forces Squadron security forces manager. "Some people may think entry control procedures are inconvenient, but the process reminds people of their responsibilities as a member in safeguarding our community, and it's that inconvenience that makes Sheppard a safe place to work and raise a family."

If anyone requires access to the installation and is not currently authorized base access (expired ID card, DBIDS access card, etc.), then normal sponsoring rules apply for all personnel. Someone with privileges to sponsor an individual on the installation must come to the gate or Visitor's Center to sign the person on to the base. If it is a weekend, an extended pass may be issued until the next duty day. Sponsors should be aware of these procedures in case their family members ID card gets revoked.

Some of the reasons your ID card would be flagged by the DBIDS system:

- The ID card is expired or reported as lost or stolen
- The ID card was not properly registered or was issued incorrectly
- Using a previous issued ID card after a new ID card has been issued
- Defense Management Data Center has terminated the ID card due to a discrepancy with the registration paperwork
- ID card was terminated. The record of your ID card in Defense Enrollment Eligibility Reporting System was terminated
- The ID card holder has a want or warrant for arrest or was asked by a law enforcement agency to stop the person for questioning

"The technology continues to evolve and improve, enhancing Security Forces ability to stop unauthorized access to Sheppard," Lucky said.

While DBIDS may have slowed morning traffic slightly, it has significantly aided security forces in ensuring a safer community for Sheppard and Wichita Falls.

6. TEXAS VETERANS COMMISSION (Mr. Abdullah Shamsid-Deen)
Bldg. 402, Room 234, TELEPHONE: 940-676-4140

**NEED HELP GETTING YOUR VA BENEFITS?
Texas Veterans Commission Can Help!**

It is important for all veterans, their spouses and dependents to know what their benefits are and how to get them. That's where we -- The Texas Veterans Commission -- come in. The Texas Veterans Commission is a State of Texas agency assisting veterans and their families with federal and state veteran's benefits and services. **The Texas Veterans Commission serves as the Veterans' Advocate.** What is an advocate? An Advocate is one who pleads the cause of another; or in this case, as the Veterans' Advocate, the Texas Veterans Commission pleads the cause of the veterans before the Department of Veterans Affairs and/or the Board of Veterans Appeals. The Texas Veterans Commission is committed to getting each veteran, their spouse, and dependent the most VA related benefits that they are entitled to, whether it is employment benefits, education benefits, medical benefits, or disability benefits.

The Texas Veterans Commission does this through four distinct programs: Veterans Employment Services, Veterans Education Services, Funds for Veterans' Assistance, and Claims Representation and Counseling. Our Claims Representation and Counseling represent veterans in filing VA disability claims and during VA appeals processes, and assists dependents with survivor benefits. Our counselors provide direct, one-on-one assistance to veterans regarding service-connected disability claims filed with the U.S. Department of Veterans Affairs (VA).

The Texas Veterans Commission has two counselors in Wichita Falls, one at the Texas Veterans Commission office on Sheppard AFB (*building 402, room 234*) and one at the Wichita County Veterans Office (*located at 600 Scott Street, in the Court House Annex*).

Together, we assist veterans and their surviving spouses apply for such benefits as Service-connected Disability Compensation, Non-service Connected Pension, and **Dependency and Indemnity Compensation (DIC) or**

Death Pensions for surviving spouses of deceased “wartime” veterans. We can even help you file for an increase in compensation for service-connected disabilities that has gotten worse in severity.

Therefore, if you need help getting your VA benefits, contact the Texas Veterans Commission on Sheppard AFB at 940-676-4140 or the Wichita County Veterans Office at 940-716-8599. We are looking forward to assisting you.

7. THE LUBBOCK/PANHANDLE AREA (LSRAO) (Director, Retiree Activities Office, Roger L. Haltom, Major, USAF, Retired)

The Lubbock Satellite Retiree Activities Office was established to support the military retiree community in the Lubbock/Amarillo Panhandle area and is open Tuesday through Thursday, 1000 to 1400. We are located in the Lieutenant General William Edgar Murphy Armed Forces Guard/Reserve Center, 301 E. Regis Street. Since we are not located on a military post or base, the office is mainly a referral station with volunteers who can advise you on how to get assistance, and who can help with your questions or problems – that is our goal. **We service all branches of the military service. Our office would function better with more volunteers; military retiree, spouse or surviving spouse. Our get-together is held on an as needed basis by the Director. We discuss the month’s activities and we talk about the information received from Army, Air Force, and Navy retiree newsletters, periodicals, phone calls and e-mail. Our telephone number is (806) 749-3728.**

ID Cards can be renewed at the following facilities in West Texas and New Mexico

- Dyess AFB, TX – 7th FSS/FSMPS, Bldg 7233, Room 129. Please call (325) 696-5722 Navy Operational Support Center, Amarillo, TX, 2500 Tee Anchor Blvd, 0800 - 1500 Mon-Fri. Please call (806) 372-5589. LtGen William Edgar Murphy Armed Forces Guard/Reserve Center, Lubbock, TX, 301 E. Regis Street, 0830 – 1100 and 1300 – 1600, Room 1127. Hours of operation; Tuesday thru Friday. Please call (806) 765-9529, Ext 7.
- Cannon AFB, NM – 27th FSS/FSMPS, 110 E. Sextant Avenue, 0700 – 1600. Bldg 600, Room 2037, Please call (575) 784-7592

It is important to call before going to these locations to get answers to any questions you may have and to insure their equipment is operational at the time you want to visit.

TRICARE Issues – Service Centers Call 1-800-444-5445

TRICARE Beneficiary Services. Retirees residing in the Lubbock, Texas /Panhandle area are in the South Region and must use the Service Centers that are nearest to them. In the Lubbock Area, you can get assistance from the Lubbock Guard/Reserve Center by calling 1-806-765-9529, Ext. 7. **Some difficulty may be experienced in obtaining service from another region.** Nearby TRICARE Service Centers are:
Dyess AFB, TX, 697 Louisiana Road, Please call (325) 696-1110, Option 5
Fort Hood, TX, Building 36023, Santa Fe Avenue\ . Please call (254) 288-8155
Fort Sam Houston, TX, 31601 Schofield, Building 1179. Please call (210) 221-7979
Fort Worth, TX 2821 Lackland Road, Suite 210, 76116 **(Walk-in only. Please call 1-800-444-5445).**

For information or assistance concerning military retiree affairs, contact the LSRAO by telephone at (806) 749-3728, FAX (806) 744-5702

8. FROM THE DIRECTOR (MSgt James Esther Jr., USAF, Retired)

Retiree Activities Office (RAO): A Place – And People!

Do you have any idea that the RAO is more than just a semiannual newsletter, and maybe a phone number? This really is a place, attended by people, where much more goes on than just putting together the Retiree Update. Well, let me tell you –

The Retiree Activities Office is located in building 1923, room 102. We have a relatively comfortable facility with three offices, Director, Administrative Assistant & Newsletter Editor and Volunteer Station for conducting business, and a very comfortable lounge and sitting area, meeting room and break room. There are lots of pertinent reading materials for visitors' information and relaxation. The office is open Monday – Friday, 1000 – 1400 daily. volunteer retirees are available during office hours to receive inquiries, give assistance to get people to where they need to be, to get what they need to get, to visit, to listen, etc. Many retirees come considerable distances to Sheppard for medical appointment, fill prescriptions, BX/Commissary shop, conduct finance, personnel or personal business, etc. After arriving at Sheppard, or before heading back home, a few minutes of quiet relaxation seem in order, or if assistance is needed to get business completed, consider dropping in at the RAO. Our friendly volunteers will make every effort to fill your order. Free coffee, free assistance, more free advice than you'll ever be able to use, are yours for the asking. Stop by and check us out!

To get here from the front gate (Avenue E), stay on Avenue E to Missile Road (B-52 Bomber display), turn right to Avenue K, turn left past Control Tower. The first building on your left is building 1923. Enter the parking lot at the first entrance, park near the South Entrance of the building. We are in Room 102, If you can't find us call (940) 676-5088/3381 or 2654.

***MARK YOUR CALENDARS! JOIN TEAM SHEPPARD MAY 13, 2016
RETIREE APPRECIATION DAY***

9. GENERAL INFORMATION

ID Cards - Other military facilities issuing ID Cards are:

Wichita Falls Area:

Altus AFB, OK, 97 FSS/FPMPs, 308 N 1st Street, Building 52, Room 2601. Please call (580) 481-6559.

Fort Sill OK, HQUSAFACFS, Jones road-PAH-ID, Building 3162, Room 102. Please call (580) 442-2560.

Dallas/Fort Worth Area:

NAS Joint Reserve Base (JRB) Fort Worth ID Card Office, 1510 Chennault Avenue. Please call (817) 782-5244.

301st Fighter Wing (Reserve) MSSQ/MSMAC, 1654 Lyons Drive, Suite 7, NAS JRB. Please call (817) 782-5680.

136 Texas ANG, 200 Hensley Avenue, NAS JRB. Please call (817) 852-3238 or 3239.

599 Camden Drive, Grand Prairie, TX, 75051, Grand Prairie Armed Forces Center (972) 343-4399

Seagoville U.S Army Reserve HQ 3rd Brigade, 49th Armored, 701 W. Simonds Road, Dallas, TX. Please call (972) 287-8600.

Central and East Texas Area:

Fort Hood, US Army, Installation Adjutant General, Copeland ID Card Section, Battalion Avenue & TJ Mill Blvd, Building 18010, Bldg. 115, Fort Hood, TX 76544. Mon-Fri 0730-1530. Information Line: (254) 287-5670.

Barksdale AFB, LA 2FSS/MP, 800 Kenney Ave, Bldg T-4353, Room 10. Please call (318) 456-3710.

West Texas Area:

Dyess AFB, TX 7th FSS/FSMPS, Bldg 7233, Room 129. Please call (325) 696-5722.

LtGen William Edgar Murphy Armed Forces Guard/Reserve Center, Lubbock, TX, 301 E . Regis Street, 0830 – 1100 and 1300 – 1600, Room 1127. Hours of operation; Tues thru Fri. Please call (806) 765-9529, Ext 7.

Navy Operational Support Center, Amarillo, TX 2500 Tee Anchor Blvd. 0800 – 1500 Mon-Fri, Please call (806) 372-5589.

ID Card & DEERS Document Requirements

All retirees and family members who are in need of a new ID card because of mutilation, expiration, or loss need to bring the following documents. These documents allow us to verify in case the ID card computer system shuts down.

a. Retiree: Retirement Orders or DD Form 214

b. Family members:

- (1) Retirement Orders or DD Form 214.
- (2) Birth Certificate (containing both parents name) or court document signed by a Judge, determining sponsor is parent.
- (3) Marriage Certificate or copy (with seal).
- (4) Letter from college registrar's office stating that the dependent is a full time student taking 12 semester hours or more and expected date of graduation (for dependents age 21 to 23)
- (5) Divorce Decree
- (6) Adoption Papers.
- (7) Unmarried surviving spouse must present marriage certificate, and birth certificate for surviving children's ID card.
- (8) To replace lost ID cards requires a picture ID, i.e. drivers license, etc., plus all above documents.
- (9) Former spouses that qualified for ID card must have member's DD Form 214 (Certificate of Release or Discharge from Active Duty) for each period of service in addition to above requirements.
- (10) The signature of the military sponsor is required before issuance of family member's ID cards. The application must be notarized if sponsor is not with family members.

DFAS Phone Help

The Defense Finance and Accounting Service in Cleveland has altered its telephone menu options. If you need help with your military retired or annuity pay, choose option 1 after dialing either 1-800-321-1080 or 1-888-332-7411. If inquiring about MyPay, choose option 5.

The General and Mrs. Curtis E. LeMay Foundation is a national organization which provides financial assistance to widows of all retired Air Force personnel. It offers financial help to indigent widows needing assistance -- wherever they are residing -- for as long a period as necessary, even for a lifetime. Write to The General and Mrs. Curtis E. LeMay Foundation, 17050 Arnold Dr., Riverside CA 92508. Phone toll free 800-729-2999. The website is at www.lemay-foundation.org/. Send email to info@afvw.com.

Administration on Aging - The mission of this agency is to develop a comprehensive, coordinated and cost-effective system of home and community-based services that helps elderly individuals maintain their health and independence in their homes and communities. For more information, visit **www.aoa.gov/**.

Requesting a DD214 for Loved Ones – You can request a copy of your loved one’s DD 214 by accessing the website below: **www.archives.gov/veterans/military-service-records**

Retiree Appreciation Day – May 13, 2016

If you plan to attend the Retiree Appreciation Day activities, please let us know if you have any topics or questions you wish to discuss. Send your topics and/or questions via email to Sheppard.RAO@us.af.mil by 1 April 2016:

Frequently Called Telephone Numbers: Sheppard AFB (Area Code 940) for all numbers, except as shown)

Accounting & Finance (bldg. 402) or DFAS direct 1-800-321-1080
Airman & Family Readiness Center (bldg. 962) 676-4358
Audiology Clinic (bldg. 1200) 676-2143
Billeting/Lodging (bldg. 1600) 855-7370
Casualty Assistance & Survivor Benefit Plan (bldg. 962) 676-2984
Commissary—(bldg. 120) 676-2901
Honor Guard Coordinator (Military Funeral Honors bldg. 832) 676-4984
Hospital Appointment Desk (bldg.1200) 676-1847
ID Cards (bldg. 402) 676-4314
Immunizations Clinic (bldg. 1200) 676-3757
Lake Texoma Reservations (903) 523-4613
Law Center (bldg.315) 676-4262
Lubbock Satellite RAO 806-749-3728
Main Exchange (bldg.239) 855-4318
Medicare 1-800-633-4227/TTY 877-486-2048
Medicare Card /replacement 1-800-772-1213
Outdoor Rec/ Pools/Skeet/Paintball (bldg. 5) 676-4141
Retiree Activities Office (bldg. 1923) Volunteer Duty Desk 676-5088 Director 676-2654
Security Forces Desk Sgt (bldg. 2118) 676-2982/2983
82d Medical Group Patient Advocate (bldg.1200) 676-6420
82d Medical Group Pharmacy (bldg. 1200) 676-6310; phone-in refills 676-5709 or toll free 1-800-467-9379
Texas Veterans Commission, Sheppard Field Office (bldg. 402 Room 234) 676-4140
Veterans Affairs—Benefits for Veterans, Dependents and Survivors 1-800-827-1000
Veterans Clinic of North Texas 723-2373

Commercial Voice	940-676-5088 or /3381 / DSN Voice 736-5088/3381
Commercial FAX	940-676-8444 / DSN 736-8444
E-mail	james.esther.2@us.af.mil ; (Director)
Web Site Address:	http://www.sheppard.af.mil
Mailing Address:	Retiree Activities Office 82 TRW/CVR 419 G Avenue, Suite 1 Sheppard AFB TX 76311-2941
Location:	Building 1923 Room 102 (on Corner of Missile Rd and Avenue K)
Newsletter Editor:	roberta.sheehy.1@us.af.mil ; Retiree Activities Office Volunteer/940-676-3381

**RETIREE ACTIVITIES OFFICE
82 TRW/CVR
419 G AVENUE, SUITE 1
SHEPPARD AFB TX 76311-2941**

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OFFICIAL BUSINESS



RETIREE UPDATE SPRING/SUMMER 2016

The Retiree Update is on the Web. Please visit us for frequent updates! Go to <http://www.sheppard.af.mil/> and click on the shortcut under Sheppard Info for Retiree Update Newsletter.

SHEPPARD AFB TO HOST RETIREE APPRECIATION DAY ACTIVITIES FOR ALL MILITARY RETIREES ON MAY 13, 2016