

RETIRED ACTIVITIES OFFICE - FREQUENTLY ASKED QUESTIONS OR ITEMS OF INTEREST & RELEVANT INFORMATION

Revised: 07-Sep-2025

Agent Privilege Cards, Joint Base Pearl Harbor-Hickam ONLY: Vehicle pass office at Nimitz Gate). **808-449-0865** or **0867**. For other installations, contact the appropriate retirement services, personnel office or vehicle pass and ID office.

Agent Privilege Cards, Army Garrison Hawaii: see Army-Schofield Barracks Retirement Services Office

Air Force Aid Society, Arlington, VA: Website <https://www.portal.afas.org>, assistance **1-703-972-2650**, apply via <https://portal.afas.org/my-applications/>.

Air Force Casualty Assistance Services-Hickam Field: **808-449-0310 / 0311**. Airman and Family Readiness Section, 655 Vickers Ave., Bldg 1105, JBPHH, HI 96853.

Air Force Mortuary Affairs-Hickam Field: **808-449-8890**, and **Funeral Honors Support-Hickam Field:** **808-789-2046**. These telephone numbers change periodically without notice so check the recent edition of the Joint Base *Military Retiree Bulletin* for the most up-to-date contact number found.

Air Force/Space Force Retiree Services-Total Force Service Center:
Address: HQ ARPC, 550 C Street W, JBSA-Randolph, TX 78150 (Randolph AFB), contact **1-800-525-0102**, Email: afpc.retiree@us.af.mil.

Air Force Reserve/Guard Gray Area people applying for retirement pay – refer to “**Retired Reserve Request for Pay and DFAS Gray Area Accounts.**”.

Air Force Air Mobility Command (AMC) Passenger Terminals: website <https://www.amc.af.mil/Home/AMC-Travel-Site/>

Arlington National Cemetery: **703-607-8000**, <https://www.arlingtoncemetery.mil>.

Armed Forces Recreation Centers: website www.armymwr.com/travel/recreationcenters/. Hale Koa Hotel: <https://www.halekoa.com>, **800-367-6027**, **808-955-0555**

Army-Hawaii National Guard Service Records:

Mail SF 180 for any records to:

Hawaii Army National Guard, ATTN: DCSPER, iPERMS Records Custodian
91-1227 Enterprise Ave., Dept 120, Kapolei. HI 96707 (info from 2022)

Army-Schofield Barracks Retirement Services Office, 673 Ayres Ave., Bldg 750, Room 122, Schofield Barracks, HI 96857-5000; **808-787-3213**, FAX **808-655-1458**, website: <https://www.soldierforlife.army.mil/retirement>, email https://www.armyschofieldrso@mail.mil, **Schofield RSO** is also the contact for agent privilege cards. For contact information for **Army Reserve and National Guard RSO** offices in Hawaii and other states check website <https://www.soldierforlife.rmy.mil/about-us/Contact-Your-RSO>.

Army Emergency Relief (AER):

Website <https://www.aerhq.org/> for information.

Online assistance: email soldierportalhelp@aerhq.org, call **571-389-7137** or **866-878-6378 ext #1**
At Schofield, stop by the Army Community Service (**1-808-655-4227**) to pick up a loan package:
Army Community Service, 310 Brannon Road, Building 690, Schofield Barracks, HI 96857

Base Operator, Joint Base Pearl Harbor-Hickam; 808-449-7110.

Birth Certificates: In Hawaii order online Birth, Death or Marriage certificates at <https://health.hawaii.gov/vitalrecords/>, office **808-586-4539**, email doh.issuanceQuery@doh.hawaii.gov. For other states/territories go to 808ne.ws/nchs. Type in the state/territory to find the needed information on birth certificates, death certificates, marriage certificates and divorce records from that location. The interactive US map and list of states/territories that used to immediately appear to be gone.

Burials-VA National Cemetery Administration:

Check “Cemetery-National Memorial Cemetery of the Pacific” and “Cemetery-Hawaii State Veterans Cemetery” in this listing.

View websites <https://www.cem.va.gov/burial-memorial-benefits/Veterans.sap> and <https://www.cem.va.gov/find-cemetery>. Phone **800-535-1117** (TTY: **711**).

Your funeral director will assist in arranging/scheduling the burial. The websites have details including the **National Scheduling Office** FAX number **866-900-6417** and the email address of NCA.Scheduling@va.gov for sending required documents to determine eligibility. If a **DD Form 214** isn't available, there are links in the websites to a list of other forms such as a **NGB 22** or other acceptable proof that can be used to verify federal uniformed service. The new **DD Form 214-1** for recently retired Gray Area reserve/National Guard people should be useful also.

Eligible individuals are entitled to burial in any open VA national cemetery, opening/closing of the grave, a grave liner, perpetual care of the gravesite, a free government furnished headstone or marker, a burial flag and possibly a Presidential Memorial Certificate.

For a Pre-Need Determination letter: FAX (**1-855-840-8299**) or mail VA Form 40-10007 (Application) for “Application for Pre-Need Determination of Eligibility for Burial in a VA National Cemetery” with copies of required documents. Check website <https://www.va.gov/burials-memorials/pre-need-eligibility/> for details. Again, If a **DD Form 214** isn't available, the websites have links to a list of other forms such as a **NGB 22** or other proof of acceptable uniformed federal service. Mail address for form/document submission: NCA Evidence Intake Center, PO Box 5237, Janesville, WI 53547.

Burials-VA National Cemetery Administration-Eligibility: Cemetery-National

Cemetery Eligibility: If needed the VA website <https://www.va.gov/records/discharge-documents/> lists all acceptable documents used to show eligibility including **NGB 22** for National Guard service. The new **DD Form 214-1** for recently retired Gray Area reserve/National Guard people should be useful also. Also check website for links <https://www.cem.va.gov/cems/nchp/NMCP.asp>

Burials-VA Benefits:

The VA will provide veterans with the following burial benefits providing they are qualified:

Cemetery Head Stone or a Memorial Marker
Internment Flag
Plot Allowance

Also, for Military Retired veterans, a Military Honor Guard with 21 Gun Salute performed at internment/inurnment, if such are available. Only Military Retired veterans are eligible for this distinguished Honors Detail.

All of these will be discussed and arranged by the local Mortuary/Funeral Representative for the surviving family. Remember, the deceased veteran's DD Form 214 (Certificate of Release or Discharge from Active Duty), is the most important document to show eligibility for and to receive any of these benefits. And also for claiming dependents Survival Benefits as eligible.

Here's an important thing for a surviving family to be aware of if considering temporary placement of a veteran's remains in a private cemetery. If the deceased veteran's desire is ultimately to be placed in a VA operated national veterans cemetery when space becomes available, accepting a VA supplied memorial plaque and/or urn may terminate the deceased veteran's right for relocation to that final VA resting place. Make sure you (the surviving family) and your funeral director discuss this potential challenge before such items are accepted.

Go to <https://www.va.gov/burials-memorials/> to read more about burial benefits.

Burials-VA Special Benefits & Compensation: Check for any eligibility for special burial benefits and claims at www.benefits.va.gov/compensation and <http://www.benefits.va.gov/compensation/claims-special-burial.asp>.

Burial Info-VA: View www.cem.va.gov, <https://www.va.gov/burials-memorials/>, www.benefits.va.gov/compensation. Also see all the "Burial" and "Cemetery" listings.

Burial in Uniform-but Needing a Uniform to do it:

If the deceased wants to be buried in uniform **but doesn't have one**, check Pearl Harbor Thrift Shop, bldg 1492, near Block Arena, (run by Navy-Marine Corps Relief) for something. Call **808-473-0282**. Maybe Veteran Service Organization reps (such as American Legion) at VA region office, Tripler "E" Wing, would have information. Check listing on VSO organizations in this document. Ribbons for awarded medals can be obtained at NEX Fleet Store Uniform Shop-use the deceased retiree's DD Form 214 for identification of correct ribbons.

Burial Support: See "Funeral Support Services," "Burials-VA Benefits,"

Burial-at-Sea Services; Navy-Marine Corps Mortuary Affairs Office & Burial at Sea information, Millington, TN., <https://www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services/Burial-At-Sea/> or call **1-866-787-0081**.

Cemetery-Arlington National Cemetery; To request funeral services, the website <https://www.arlingtoncemetery.mil> has details. Also call **1-877-907-8585**.

Cemetery-Hawaii State Veterans Cemetery; 45-349 Kamehameha Hwy, Kaneohe, HI 96744, website <https://dod.hawaii.gov/ovs/veteran-cemeteries/>, **808-369-3575** (Kaneohe), FAX **808-233-3633**, email HSVC@hawaii.gov,

Cemetery-National Memorial Cemetery of the Pacific (VA-Punchbowl); 808-532-3720, website <https://www.cem.va.gov/cems/nchp/NMCP.asp>

CHAMPVA-VA: VA medical plan similar to CHAMPUS (Tricare). Call **1-800-733-8387**

Chaplains Office (Air Force), Hickam Field; **808-789-8111**.

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

Coast Guard Retiree & Annuitant Services (including PHS & NOAA); **866-772-8724**, website <http://www.dcms.uscg.mil/ppc/ras/>, email PPC-DG-CustomerCare@uscg.mil . To report a retiree or annuitant death, call or use the email address.

Combat Related Special Compensation (CRSC)-Navy & Marine:

Enacted in 2002 and effective 1 Jan 2004, this is a tax-free monthly compensation paid by DFAS for combat related disabilities. It was designed to restore a veteran's military retirement pay that has been offset by VA compensation when sufficient evidence exists to confirm the veteran's disability is **combat related**. Spouses and "former spouses" of deceased military retirees are **not eligible** for any share under any circumstance.

There are a number of requirements for eligibility including a **Combat Related VA service-connected disability rating** of at least 10% and drawing retirement pay which is offset by a VA waiver. Additionally, under the 2008 National Defense Authorization Act, personnel under early retirement (less than 20 years) can be eligible but must present documentation showing a link between a VA disability and a combat related event.

Specific requirements for applying (DD Form 2860 with various accompanying documentations) are contained in the website

<https://www.secnavy.navy.mil/mra/CORB/pages/CRSCB/default.aspx> (this website must be typed in very carefully for the compensation board website to appear) **which is a must read**. As you can see this is a Secretary of the Navy level review board for Navy and Marine retirees. Some related DFAS websites are <https://www.dfas.mil/retiredmilitary/disability/crsc/> and <https://www.dfas.mil/RetiredMilitary/disability/VA-Waiver-and-Retired-Pay-CRDP-CRSC/>.

Marine Corps "Semper Fidelis" retiree newsletter (Jan-Mar 2025 Vol 69, Issue 1) lists telephone numbers **877-366-2772**, **202-685-6408** & FAX **202-685-6610** and the mailing address: SECNAV CRSC Board, 720 Kennon St. SE, Ste 309, Washington, DC 20374. But the website recommends email communication via usn.ncr.asstsecnavmradc.mbx.crsc@us.navy.mil.

The related VA website <https://www.va.gov/resources/combat-related-special-compensation-crsc/> has a link to download the DD form 2860.

Air Force and Coast Guard retirees must contact their retired personnel centers for specific service guidance. But that Navy website does provide generic guidance. As with retired pay, DFAS can only issue payments based on authority provided by the individual's service component (i.e.: Navy, Air Force, etc.).

Credit Monitoring Organizations: Thieves, fraudsters and scammers look for any angle including death of a principal to take advantage of credit accounts: Contact TransUnion **1-800-916-8800**, Equifax **1-888-378-4329**, and Experian **1-888-397-3742** advising of the death and cancellation of appropriate credit cards and other credit instruments used by any deceased.

DD Form 214 (Certificate of Separation or Discharge from Active Duty); Refer to "National Archives & National Records" for complete information to get one if needed.

DD Form 214-1 (Certificate of Uniformed Service, Reserve Component Compendium):

This is to be provided to reservists by the various service components starting in February 2025 upon separation, release, or discharge from active ready-reserve/National Guard service or retirement. It is meant to provide a summary record of all reserve component points and active or inactive service to ensure entitlements and benefits.

The form will only be issued to reservists separating after implementation. For questions, reservists need to contact their respective services' reserve personnel centers or individual Reserve Support Center/Armory.

DD Form 2656 (Data for Payment of Retired Personnel):

Required to be filled out by **ALL** retired reserve Gray Area people when applying for retired pay. Copies can be downloaded from <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements/> or obtained at the RAO office (file in credenza) and filled in as a rough to make it easier and quicker filling out the official paper form the Navy wants or the online form the Air Force requires. See **“Reserve Retired (Gray Area) Pay Requests”** for service specific procedures for applying for pay.

DD Form 108 (Application for Retired Pay Benefits):

To be filled out by Navy Reserve Gray Area people when applying for retired pay. Copies can be downloaded from <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements/> or obtained at the RAO office (file in credenza). It can be filled in as a rough to make it quicker in filing out the form Navy Personnel Command will be sending. Form instructions are in the website. Refer to **“Reserve Retired (Gray Area) Pay Requests”** for application details.

As a side note the Army wants Gray Area people to fill out this form also. Check with Schofield RSO for assistance.

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

Need to keep personal/family information up to date. This includes sponsor status (active to reserve, reserve to Guard, retirement, marriages, divorces, **retiree death, spouse death**, childbirth, adoptions, dependents in school, moves, telephone and address changes, etc. Include in decedent notification checklist.

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

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

Or update online at <https://www.dmdc.osd.mil/milconnect>.

Check the websites for information: <https://www.tricare.osd.mil/deers>, <https://www.tricare.osd.mil/deers> and <https://www.tricare.mil/deers>. Remember, addresses must be physical addresses. P.O. Boxes can't be used.

Items to Remember For a Surviving Spouse: Keeping DEERS up to date is important to accomplish because now he or she is their own sponsor for military benefits, no longer the deceased retiree (for Tricare, exchange, commissary, MWR, etc.). The website <https://www.tricare.mil/deers> lists various ways to do this. Also, at the **passing of a spouse** DEERS should be notified by the surviving family as soon as possible.

In either case DEERS will want a copy of the retiree's and spouse's death certificates to close out the accounts. Providing it to an ID card issuing facility is the easiest method.

Since the **surviving spouse** must also obtain a new Identification Card, updating DEERS can be accomplished at that time. **Refer to "ID Cards/DEERS Updates..." for locations and appointments if needed.**

Defense Finance & Accounting Service (DFAS):

ADDRESSES: U.S. Military Retired Pay (or U.S. Annuitant Pay), 8899 E 56th Street, Indianapolis, IN 46249-1200 (or 46249-1300 for Annuitant Pay). R&A Pay: **800-321-1080**, Local Cust Serv **317-212-0551**, Retired Pay FAX **800-469-6559**, Annuitant Pay FAX: **800-982-8459**.
<https://www.dfas.mil>. www.dfas.mil/retiredmilitary.

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

Two-Factor Authentication is now a fact of life. After establishment of a "myPay" account, clients must be prepared. Check out <https://www.dfas.mil/mypayinfo/2FA/> for information.

Getting Missing IRS Form 1099R or 1095B - from Defense Finance and Accounting Service (DFAS):

If you have a myPay account, no problem, just log-on and go to the page with Statements, then click Tax Statement 1099-R or 1095-B and follow instructions to download a copy.

If you have a current mailing address on file with DFAS. use the telephone self-service option at **1-800-321-1080, option "1,"** then follow about four additional prompts finally arriving at the place to enter your Social Security number. The requests are logged immediately, and the form(s) should arrive within 7-10 business days.

If the address you have on file with DFAS is out of date and you can use a computer, you can get your forms sent to a new address by submitting your request online at <https://corpweb1.dfas.mil/askDFAS/ticketInput.action?subCategoryId=9725>. Fill in the presented form being careful that each block with an asterisk is completed. Such requests are also logged immediately, and they should arrive within 7-10 business days. If you have a question on the AskDFAS process, call Payment Services at **1-888-332-7411**.

If you want to mail a request (addresses above), make sure to state your full name, your Social Security number, date of birth, date of retirement, retired pay grade, what year(s) you need, the form(s) you want and the mailing address you want them mailed to. Don't forget to sign it.

Report a Retiree or SBP Annuitant Death to DFAS: Refer to "Report a Death-DFAS:...."
Always remember, upon the death of a retiree or spouse receiving SBP annuity, such compensation ceases on that date. For surviving family members, reporting the death is necessary as overpayment will be collected.

Dependency and Indemnity Compensation-VA (DIC):

The surviving spouse may be entitled to Dependency and Indemnity Compensation (DIC) in the event the retiree (veteran) passed away due to service-connected disability. A detailed primer on eligibility requirements and application procedures can be found at <https://www.va.gov/disability/dependency-indemnity-compensation/>. There are many, many details and requirements, too much for this information document. The site has links to additional sites providing even more info.

Contact the Veterans Benefits Administration (VBA) at **800-827-1000** to make an appointment to speak with a VA rep. Upon application, among other things the VA will want a copy of the veteran's death certificate. Remember, Veterans Service Organizations (VSO) are empowered to assist veterans and their families in such matters. Refer to the VSO article in this Bulletin.

Always remember, upon the death of a surviving spouse receiving DIC, such compensation ceases on that date. For surviving family members reporting the death is necessary as overpayment will be collected.

Driver Licenses/ID Cards – “Real ID Compliant” Cards: Starting May 2025, U. S. Travelers must possess a “Real ID compliant” driver’s license or ID card to board domestic flights and access certain federal facilities. If you travel frequently, you may want to check out the “TSA PreCheck” program. Check out the websites <https://www.dhs.gov/real-id>, <https://www.tsa.gov/precheck> and <https://www.honolulu.gov/csd>. Your military ID card is all you need to access military installations.

Express-Scripts (see also Tricare Mail Order Pharmacy); **877-363-1303**, www.express-scripts.com/tricare/, www.tricare.mil/pharmacy

Elderly Affairs Division Senior Helpline (City & County) for help or information about senior services; **808-768-7700**, www.elderlyaffairs.com.

Eldercare Locator (US Admin on Aging)

The Eldercare Locator has been a public service of the U.S. Administration on Aging connecting people to services for older adults and their families for many years. It allowed people to search for a variety of topics using ZIP codes to find services near to them.

As of June 4, 2025, the locator website at www.eldercare.acl.gov was “undergoing maintenance.” For assistance the Administration for Community Living (ACL) recommended contacting the Eldercare Locator by telephone or text at **1-800-677-1116** or by email at eldercarelocator@usaging.org.

FEDVIP - Federal Employees Dental and Vision Plan:

Benefeds: <https://www.benefeds.com/military>. call **877-888-FEDS (877-888-3337)** from 8am to 9pm Eastern Daylight Savings Time (which means 2am to 3pm Hawaiian Standard Time – remember, it is a six hour time difference). The Federal health program open season is always from Monday of the second full week of November through Monday of the second full week of December annually. Changes will start on the following January 1st. Payment schedule to be arranged by subscriber with the provider.

Former Spouses-Residual Tricare Benefits:

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

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

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

Bring marriage certificate, final divorce decree, and servicemember’s DD Form 214 (or Statement of Service from military member’s service record) to an ID card issuing facility for updating DEERS and receiving a new ID card. Tricare benefit for the former spouse is the same as any dependent except the former spouse is now their own “sponsor” in the system. **Stepchildren** of the military member are **no longer eligible**. Tricare is lost upon remarriage or enrollment in an employer sponsored health plan, but additional rules can apply. The former spouse should investigate the above references.

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

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

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

Funeral Honors, Military: website <https://www.va.gov/burials-memorials/what-to-expect-at-military-funeral/> or call **877-645-4667**.

Funeral Support Services: Also see "Burial-VA National Cemetery Administration."

Navy-Marine Corps Mortuary Affairs Office & Burial at Sea Info, Millington, TN: **866-787-0081** and Navy Funeral Honors Support & CACO, Pearl Harbor: **808-722-5901**.

Air Force Mortuary Affairs-Hickam **808-449-8890** and Air Force Funeral Honors Support-Hickam **808-789-2046**.

These telephone numbers change periodically without notice so check the recent edition of the RAO Joint Base PHH *Military Retiree Bulletin* for the most up-to-date contact numbers found.

GI Bill-VA: info at www.gibill.va.gov. **1-888-442-4551**

Gray Area-Retired Reserve Request for Pay and DFAS Gray Area Accounts:
Refer to "Retired Reserve Request for Pay and DFAS Gray Area Accounts."

Hawaii State Office of Veterans Affairs (OVS); **808-433-0420**, website www.dod.hawaii.gov/ovs/.

Home Loan Info-VA: info at www.benefits.va.gov/homeloans/.

ID Cards/DEERS Updates (also see DEERS)

All ID card issuing facilities on Oahu, Kauai and Hilo want you to use the Defense Manpower Data Center's (DMDC) ID Card Office Online-RAPIDS appointment scheduler to make appointments for issuance of all military ID cards (active, reserve, retired, dependent, surviving spouse, annuitant). The website is <https://idco.dmdc.osd.mil/idco>. For site appointment scheduling and information, search Honolulu, Hilo or Kauai specifically. Maui (Kahului) is not listed. Many Army/NG sites on Oahu are also listed in the scheduler.

Don't forget. To replace a soon-to-expire uniformed service ID card at any site, you need a second unexpired ID such as a driver license. To replace a missing or expired card, you will need two forms of unexpired identification - at least one with a photo.

Neighbor Island Card Sites:

Kauai:.....PMRF Barking Sands, Kekaha, Kauai, Bldg 275 CAC Office (Navy)
IN ID CARD-RAPIDS appointment scheduler (as of 5/21/25). APPOINTMENT REQUIRED.
Office open Tuesdays, Wednesdays and Thursdays only, 0830-1130.
Call **808-335-4493** for information (in appointment scheduler as of 5/21/25).
Hilo:.....AG HQ, 1304 Kekuanaoa Street, Bldg 643A, Room L103, Hilo (Army NG)
IN ID CARD-RAPIDS appointment scheduler (as of 5/21/25).

Walk-ins ARE welcome but people making appointments are obviously seen first.
The office is open Monday through Friday, 0715-1530 with lunch break 1130-1230.
Office phone **808-844-6616** for information (as of 05/27/25).

Maui.....AG ANG, 75 Kuleana Street, Kahului, Maui (Air NG).

NOT IN ID CARD-RAPIDS appointment scheduler (as of 5/21/25). APPOINTMENT REQUIRED. Appointments on Thursdays only, call **808-789-0637** for scheduling and information (as of 5/26/25).

Hickam Military Personnel Flight; info **808-449-8624**. Appointment required, Use online RAPIDS appointment scheduler.

The Navy Moanalua ID Card Center: The Navy Uniformed Services ID card center on Bougainville Drive can service walk-ins. Visit the ID Card RAPIDS appointment website for general requirements and an appointment if desired. If you want to just walk in, we suggest calling **808-471-2405** the day you want to visit to check the crowd. Mornings, particularly Mondays, can be crowded with active-duty people.

Internal Revenue Service (IRS); Call for assistance **800-829-1040**, TTY **800-829-4059** and local for appointments **844-545-5640**. For information and forms go to <https://www.irs.gov/>.

Lodging (Dept of Defense):

Navy Gateway Inns and Suites: Website www.ngis.dodlodging.net and reservations thru NGISPHReservations@nexweb.org, or toll free **1-877-NAVY-BED (1-877-628-9233)**.

Local website <https://ngis.dodlodging.net/property/Joint-Base-Pearl-Harbor-Hickam>, phone numbers Pearl Harbor **808-800-2337** and Hickam **808-800-2330**.

Navy Lodge Worldwide Reservations, **1-800-NAVY-INN (800-628-9466)**, www.navy-lodge.com/Hawaii, Ford Island **1-808-440-2290**.

All military lodging worldwide can be accessed thru www.ngis.dodlodging.net.

Long Term Care:

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

Federal Long Term Care Insurance Program (FLTCIP): **800-LTC-FEDS (800-582-3337)**, TTY **800-843-3557**, <https://www.ltcfeds.gov/long-term-care>. Check if the enrollment suspension is still in effect.

Federal Long Term Care Partners: **1-800-582-3337**

Federal Long Term Care Navigator: <https://www.ltcfeds.gov/care-navigator>. Resources and costs in areas.

Legal Assistance Office-Region Legal Assistance Office NW Det Hawaii (Navy);

Navy JAG website: <https://www.jag.navy.mil/legal-services/northwest/>. Telephone or send a text at **808-859-1485** for information and to request an appointment - or email PRLHLegalAssistanceOutreach@navy.mil. **Using the email is the better option.** Forms needed for intake can be found on the website.

Attorney Consultations/Services are primarily by appointment.

Office Location: 850 Willamette Street, Bldg 1746, Pearl Harbor, Hawaii 96860

Services: The office provides legal services & assistance for active-duty military members, dependents and retirees as manpower & staffing permit. Such consultation/assistance includes Will preparation & Real Estate Planning, Power of Attorney, Divorce/Separation/Annulment, Bankruptcy & Indebtedness, Service Members Civil Relief Act, Immigration & Citizenship, Nonsupport of

Dependents, Landlord & Tenant Disputes, Guardianships/Adoption, Name Changes, Consumer Affairs/fraud. (as per info provided May 2025)

Marine Corps Retired Activities Coordinator, MCBH Kaneohe Bay; 808-257-7790/7796.

Marine Corps Retired Services and Pay; 1-800-336-4649 and 703-784-9310/11, FAX 703-784-9834. Check website <https://www.hqmc.marines.mil/agencies/manpower-reserve-affairs-mmsr-6/>, “Organizational Mailbox”/email: smb.manpower.mmsr6@usmc.mil. Note on site: “This site is new and is a work in progress. Please check back frequently for updates.” (June 2025)
As an aside, in June 2025, RAO Pearl Harbor was able to access “Semper Fidelis,” the Marine Corps retiree newsletter, through this site.

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

Military and Family Support Center, Joint Base Pearl Harbor-Hickam:

Address:.....4827 Bougainville Drive, Honolulu, HI 96818,
Front Desk:.....808-474-1999.
To schedule an appointment: 1-808-474-0129
Register for classes:.. www.greatlifehawaii.com, click “support,” then “Military and Family Support Center.”
Facebook:..... www.facebook.com/jbphh.mfsc
Email:..... MFSC Hawaii@us.navy.mil
Twitter:..... [jbphh_mfsc](https://twitter.com/jbphh_mfsc)

MyVA411-VA (National Number for Questions About VA Services): 844-698-2411 (HOT LINE: click option 9).

National Archives & Records Administration (NARA) -AND- National Personal Records Center (NPRC)

Address: 1 Archives Drive, St. Louis, Missouri 63138
For Military service records go to <https://www.archives.gov/veterans/military-service-records/frequently-requested-records>. Also visit <http://archives.gov/veterans/military-service-records/>.

DD Form 214 (Report of Separation and Discharge) (title changed?, refer to DD Form 214-1 article) **and other NPRC Records:** This includes **National Guard Bureau Form 22** for Guard personnel without federally recognized active-duty time. If you’ve been discharged or released from active military service, your personnel files are stored at or can be accessed through the **National Archives and Records Administration (NARA), National Personal Records Center (NPRC)**. Recent military service and medical records may not be online. However, most veterans and their next-of-kin can obtain copies of their DD form 214 (Report of Separation and Discharge) and other records in several ways:

The National Personal Records Center (NPRC) at the National Archives and Records Administration (NARA) will eventually receive all military service and health records for archival purposes. After you’ve been discharged or retired from military service, personnel files generally are initially stored at the respective service’s personnel centers, but requests are serviced by NPRC. Most veterans and their next-of-kin can obtain free copies of their DD form 214 (Report of Separation and Discharge) and other records in several ways:

1. Visit the website <http://archives.gov/veterans/military-service-records/> to initiate an online request.
2. If it's an immediate situation (emergency) such as pending surgery or burial in a VA or State veteran's cemetery, check <https://www.archives.gov/veterans/military-service-records/evetrecs-help> for directions on submitting an emergency request online. For emergency requests for records such as DD Form 214: FAX to **314-801-9195**. If you require assistance in this you may call the NPRC Customer Service Line 7am-5pm (Central Time) at **1-866-272-6272** (toll free) or **314-801-0800** (not toll-free).
3. Mail or Fax a Standard Form 180 (SF 180). Visit <https://archives.gov/veterans/military-service-records/standard-form-180> to obtain a copy of the SF 180. The mailing address for the completed form is located on page 3 of the form-based on branch of service, dates of separation, and type of record. Fax number to send a completed form is **1-314-801-9195**. Copies of the SF 180 are available at the VA Regional Office at Tripler "E" Wing and at our Joint Base RAO office.
4. If you designated a particular state veterans services office to receive a copy of your DD Form 214, contact that state veterans' office for a copy. If you designated Hawaii, the Hawaii State Office of Veterans Services (OVS) is also located at Tripler "E" Wing. Call them at **808-433-0420**.
5. If requesting as next-of-kin, include either a death certificate of the service member or funeral home letter with the SF 180 in your submission.

Eventually we expect future NPRC/NARA guidance will contain any reference to the new DD Form 214-1. Refer to the DD Form 214-1 article for known information and usage.

BASIC INFORMATION-Addresses and locations of records: Starting in the mid-1990s the respective military components started retaining **service records** of separated personnel. This occurred with varying dates per individual service, with the Air Force last in 2004. But NPRC says they can still access such with a request. **Health records** were sent to the VA instead of the Archives by all services from 1994 to 2013 (exact monthly dates vary by service) but are now retained by the respective service components.

National Archives and Records Administration (NARA)-Ancient Records:

Enlisted prior Nov1912 & Officer prior July1917:

Visit:.....<https://www.archives.gov/dc> for information.

Call:.....**1-866-272-6272**

Email:.....www.archives1reference@nara.gov

Mail inquires:....NARA Research Services, 700 Pennsylvania Ave NW, Washington, DC 20408-0001

Naturalization and Citizenship Through Military Service:

Members and Veterans of the U.S. Armed Forces and their dependents may be eligible for citizenship under special provisions of the Immigration and Nationality Act (INA). To learn more, visit the U.S. Citizenship and Immigration Services (CIS) websites at:

<https://www.uscis.gov/military/naturalization-through-military-service> (last updated Oct 2024) and <https://www.uscis.gov/military/citizenship-family-members>. (last updated Aug 2022).

For anyone interested in this topic it must be emphasized that any information contained in these websites could have been overtaken by events.

Navy Funeral Honors Support & CACO, Pearl Harbor; **808-722-5901, 808-473-4512,
FAX **808-473-3614****

Navy-Marine Mortuary Affairs & Burial-at-Sea Office, Millington, TN; 866-787-0081.

Navy-Marine Corps Relief Society, Pearl Harbor; 808-473-0282, www.nmcrrs.org.

Navy Reserve Personnel Management (PERS 9)

For Navy Gray Area retired reservists looking for information regarding a request for retired pay, refer to “**Retired Reserve Request for Pay and DFAS Gray Area Accounts.**” The MyNavy Career Center phone contact is **1-833-330-6622**. Questions can also be emailed to askmncc@navy.mil.

Nurse Advise Line: Call Nurse Advice Line for URGENT care questions at **1-800-TRICARE (874-2273), Option 1** or visit MHSNurseAdviceLine.com for web and video chat.

Call 911 for EMERGENCIES.

The Nurse Advice Line is part of the Military Health System (MHS) and is for anyone in any Tricare plan. A 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.

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

Office of Personnel Management (OPM)-Federal Civilian Employment:

Call OPM to report death of a military retiree or spouse if either is currently or was a Federal civilian employee - **or** - is a survivor benefit plan beneficiary/annuitant. The deceased person may also have been enrolled in OPM's thrift savings plan and/or employee insurance plan.

Call **888-767-6738**, alternate for info: **1-724-794-8690** or visit <https://www.opm.gov/ReportDeath> and <https://www.servicesonline.opm.gov/>. To determine any enrollment in an employee life insurance plan, call **1-800-633-4542**.

A Tax note - OPM sends out the 1099-R during the usual tax season to the last address on file. If requested they can send the form to a different address as needed to file the annual tax return

PACT Act-VA: learn more about eligibility and to apply for benefits by visiting websites

<https://www.va.gov/health-care/apply/application/introduction> and <https://www.va.gov/PACT> and call **1-800-MY VA411 (844-698-2411)**.

Pacific Islands Health Care System (PIHCS)-VA: website: <https://www.va.gov/pacific-islands-health-care>.

Spark M. Matsunaga VA Medical Center, 459 Patterson Road, Honolulu, Hawaii 96819
Phone numbers: Local 808-427-0477, Toll-free **800-214-1306**, TTY services **711**.

Daniel K Akaka VA Clinic, 91-1051 Franklin D. Roosevelt Ave, Kapolei, Hawaii 96707
Phone Numbers: Main number **808-312-1306**, Health Connect **833-983-0487**, Mental Health care **808-312-6800**.

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

Pacific Islands HCS (VHA) Ambulatory Care and Clinic Appointments, for either clinics call **800-214-1306** or **808-433-0600**. Additional Information at <https://www.hawaii.va.gov/pacific-islands-health-care/>, and <https://www.hawaii.va.gov/patients/appointments.asp>

Pacific Islands Health Care System (VA) social media:

VA Basic Website:.....<https://www.va.com>.
Pacific Islands Healthcare:...<https://www.va.gov/pacific-islands-health-care/>
Facebook:.....<https://www.facebook.com/VAPacificIslands/>
Instagram:.....https://www.instagram.com/va_pacific_islands/
Twitter:.....<https://twitter.com/PAOOffice1>
Podcast:.....<https://vapihcspao.podbeam.com>

Post 9/11 Transiting Veterans (formerly OEF/OIF/OND)-VA: info website <https://www.va.gov/POST911Veterans/>. While this initiative was originally established to transition military personnel returning from theaters of combat (Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn), the VA program now includes any active duty military personnel and veterans who served on or after September 11, 2001.

Post Traumatic Stress Disorder, National Center for-VA (PTSD):
www.ptsd.va.gov

Public Affairs Offices-Navy:

Commander Navy Region Hawaii Public Affairs Office, **1-808-473-2875**
Public Affairs Office Joint Base Pearl Harbor Hickam, **1-808-473-2926**

Flag From Arizona Memorial:

To send a flag, have it flown, and have a certificate created (for Active Duty, Retirees, and Veteran requests only), contact Joint Base Pearl Harbor-Hickam, Attn: USS Arizona Memorial Detachment, 850 Ticonderoga Street, Suite 100, Pearl Harbor, HI 96860, **1-808-472-0296**

NEED TO VERIFY PAO NUMBERS

For an approximate 3-week turnaround, self-addressed FedEx boxes are welcome. Please include requesting member's rate, rank, name, and occasion. 3x5 flags are standard, label flag on cotton tabling. **Need to verify this information**

Report of Death-All federal agencies will recoup excess funds paid:

IMPORTANT: Military retired pay, any OPM retirement benefit, any VA compensation, and Social Security benefit cease upon the death of a retiree. And SBP annuity, any OPM survivor benefits, any survivor benefits from other employment, Social Security benefits all also cease upon the death of the surviving spouse. **Upon notification, governmental agencies will recoup overpayments.**

Report of Death-Coast Guard-Retiree or SBP Annuitant: To report Coast Guard, NOAA, or PHS retiree, spouse, surviving spouse, or SBP annuitant deaths, go to the Coast Guard Pay and Personnel Center (PPC) at <https://www.dcms.uscg.mil/ppc/ras/> or call **866-772-8724**.

Report of Death-DFAS: Retiree or SBP Annuitant Death-Defense Finance and Accounting Service (DFAS):

DFAS must be notified of a retiree's or SBP annuitant's death as soon as possible by calling toll free **800-321-1080** from anywhere in the United States. If overseas and unsuccessful contacting

the 800 number, try the commercial number **1-216-522-5955** and **select option #1**. It is important to have the **decedent's full name**, **Social Security number**, and **date of death** when you call. Additional information is available at <https://www.dfas.mil/retdeath>.

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

IMPORTANT: Retired pay or SBP annuity ceases upon death. Upon notification, DFAS will flag the appropriate pay account to prevent any overpayments, recoup any overpayments actually made, and begin preparations to close out the accounts. Tardiness in reporting the death could result in **overpayment** of the retired pay or annuity **which as mentioned will be collected back**. Additional information is available at <https://www.dfas.mil/retiredmilitary/survivors>. Don't close deceased (retiree or annuitant) bank accounts until any such recoupments occur.

Report of Death-Social Security: Refer to “Social Security.”

Report of Death-VA: Refer to “VA-Death of Veteran...” for many details. For a veteran/military retiree receiving any compensation and a spousal recipient receiving any compensation from the VA: call **800-827-1000, press #5**, additional specific information available at <https://www.va.gov/resources/how-to-report-the-death-of-a-veteran-to-va/>.

Retiree Account Statement (RAS):

A **Retiree Account Statement (RAS)** from the **Defense Finance and Accounting Service (DFAS)** is prepared and available monthly to each retiree electronically (online via **myPay** account) and by mail (if not stopped) as changes to retired pay occur. Changes include COLA, tax withholding, survivor benefit plan deductions, allotments for Tricare / VGLI / Tricare / FEDVIP dental & vision plans, arrears of pay beneficiary, etc., and any court ordered deductions just to name a few.

The RAS also lists the **Survivor Benefit Plan (SBP)** or **Former Spouse Survivor Benefit Plan (FSSBP)** and **Arrears of Pay (AOP)** beneficiaries. And a message section detailing COLA data and other updates or information. A generic example with block explanations can be viewed at the DFAS website: <https://www.dfas.mil/RetiredMilitary/manage/ras/> and in the RAO Decedent Affairs Checklist.

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

Address:.....Military and Family Support Center (MFSC), Rm 226, 4827 Bougainville Drive, Honolulu, HI 96818

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

MFSC/RAO Email:.....MFSCHawaii@us.navy.mil.

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

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

Retired Reserve Request for Pay and DFAS Gray Area Accounts: As there may be occasional tweaks to the “for pay” processing procedures by the services, we refer to the current edition of the Joint Base Pearl Harbor-Hickam *MILITARY RETIREE BULLETIN* which is updated annually.

GRAY AREA reserve and National Guard retirees are people who have transferred to Reserve Retired “WITHOUT Pay” sometime after receiving their 20-year satisfactory service letters. Personnel in this category must apply for pay orders from their respective service’s reserve

personnel center when approaching age 60 (or as adjusted earlier due to certain RECALLED service). Such requests for pay can't begin processing until 12 months prior to entitlement. Regardless of any early eligibility for pay, Tricare Prime or Select eligibility can only start at age 60.

Defense Finance and Accounting Service (DFAS)

Retired reservists can access DFAS at <https://www.mypay.dfas.mil> and create a Gray Area account. And DFAS provides important information on applying for retired pay at <https://www.dfas.mil/RetiredMilitary/plan/gray-area-retirees/> with links to sites providing individual service information and application requirements.

Upon application, the respective services' reserve personnel centers will eventually issue retirement orders authorizing DFAS to establish pay accounts and allowing the new "retiree with pay" families to get new ID cards and apply for Tricare Prime or Select & FEDVIP as desired.

If for whatever reason a Gray Area person doesn't submit their retired pay application on time, there is a six-year limitation for collecting retired back pay. That means you can procrastinate till age 75 but you can only collect on 6 years back pay, not the total 10 years missed from age 65. [The six year statute of limitations extends backwards from the original date of application where the retiree meets all eligibility requirements, 31 USC, Section 3702(b)] Well, you can still get 6 years' worth. Good luck.

Navy Personnel Center (NPC), Millington, TN

For information regarding Navy reserve retirement call PERS-912 - MyNavy Career Center - at **1-833-330-6622**. Questions can also be emailed to askmncc@navy.mil. The NPC webpage can be accessed at <https://www.mynavyhr.navy.mil/career-management/reserve-personnel-mgmt/reserve-retirements/>. After gaining the site, in the left side column click "Reserve Retirements," then click "Retirement With Pay."

PERS-912 is tasked with sending the necessary application for retired pay package to retired reservists typically ten months prior to their pay eligibility date. RAO suggests calling the career center at **1-833-330-6622** or email to askmncc@navy.mil no later than six months prior to your eligibility date to verify your correct name and address if you haven't yet received the package. The website lists two forms to be eventually filled out for submission, DD Form 2656 and DD Form 108. We have them at the office if you want to use them as a rough.

Air Force/Space Force Retiree Services, ARPC, JBSA-Randolph, TX

Guard and reserve Gray Area personnel apply for retired pay by application online to HQ ARPC. The basic process is outlined at <https://www.arpc.afrc.af.mil/retirement/> with seven steps starting with "Log into myFSS (Link: <https://myfss.us.af.mil>)." Applications need to be submitted no later than 180 days prior (earlier the better) to their retirement effective date to ensure payment and/or benefits are received on time.

Specific instructions are also included on what to do if you have problems accessing myFSS such as submitting a trouble ticket to the Service Desk by visiting <https://www.afpc.af.mil/Support/Contact-Us/>, -or- calling the "A1 IT Service Desk" at **800-525-0102, option 6**, -or- finally, emailing a1dta.a1.sd@us.af.mil. The website also says: "If you need assistance with submitting your application please contact Total Force Service Center - San Antonio at **1-800-525-0102**" When checked by RAO on May 20, 2025, the Air Force website contained the caveat "Current as of June 17, 2024."

Scam Reporting: refer to websites:

Federal Trade Commission (FTC): <https://www.consumer.ftc.gov/scams>

Federal Communications Commission (FCC): <https://www.fcc.gov/scam-glossary>

USA.gov-Scams: <https://www.usa.gov/scams-and-fraud>

USA.gov-Identity Theft: <https://www.usa.gov/identity-theft>

Senior Helpline, City & County of Honolulu-Elderly Affairs Division, for help or information about senior services: **808-768-7700**, www.elderlyaffairs.com.

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

Social Security Administration (SSA):

SSA must be notified at **800-772-1213** to report the **retiree's or spouse's death** and apply for survivor's benefits, partial burial expenses and other benefits as eligible. A Funeral Director can assist in notifying Social Security of the death, but the surviving spouse or family member should call to verify and make an appointment for benefits.

Benefits currently being paid to the deceased will cease upon his or her death. If the surviving person's current benefits are based on the deceased person's work, when the death is reported SSA will revisit entitlements and change payments to any higher amount that may be available. In some cases, any entitled benefits increase will be paid from the date of notification, not from the date of the death. Refer to the website www.socialsecurity.gov.

"My Social Security" online account: To set up go to <https://www.ssa.gov> and follow directions to "Create Your Account." You now have to choose one of two methods for verifying identity before accessing "my Social Security."

SUICIDE PREVENTION & THE VETERANS CRISIS LINE:

If you need help call **988 then Press 1**. This is the **VETERANS CRISIS LINE**.

Suicide is a serious public health issue that affects individuals, families and communities across the nation. If you or someone you know needs help, you can talk or access chat at **988**. You can **send a text message to 838255** to receive confidential support. If you have trouble reaching the **988** call line, you can also chat online by going to <https://www.veteranscrisisline.net/chat>. This is all available 24 hours a day/7 days a week.

Check the website <https://www.mentalhealth.va.gov/get-help/> and reach **1-877-927-8387** to access the "Vet Center Call Center" to talk about your military experiences. And reach **1-855-VA-Women (1-855-829-6636)** to access the "Women Veterans Call Center."

Surviving Spouse Assistance: See "Report of Death-DFAS," "SBP Annuitant," "Dependency and Indemnity..." Check websites www.socialsecurity.gov and <https://www.va.gov/survivors/>

Additional VA comments:

The surviving spouse should claim unpaid VA disability compensation due to the deceased retiree/veteran (the last month benefit). Such should be automatic but confirm it. Refer to <https://www.va.gov>.

The surviving spouse may be entitled to **Dependency and Indemnity Compensation (DIC)** in the event the veteran/retiree passed away due to service-connected disability. Refer to "Dependency Disability..." for details. Upon application VA will want a copy of the veteran's death certificate.

The veteran/retiree may have been enrolled in in any **VA disability life insurance policies** such as VALife, S-DVI and VMLI, or other **VA sponsored life insurance policies** such as NSLI, VSLI and FSGLI or VGLI. Refer to "VA Life Insurance" for contact details.

Survivor Benefit Plan - "Annuitant Account Statement" (DFAS):

An "Annuitant Account Statement" pay statement from DFAS is available through the SBP annuitant's myPay account. DFAS does mail the statement to the annuitant as changes to net pay occur such as changes to COLA and federal income tax withholding. But they will continually request you go paperless. Regardless, the current account statement is always available in the annuitants myPay account.

Survivor Benefit Plan - Application Package sent to Designated Beneficiary (DFAS):

The DFAS SBP annuity application is mailed to the surviving spouse if she or he is the designated beneficiary (provided there was a plan set up) (and the AOP request if the surviving spouse is the actual beneficiary otherwise it will be mailed to the designated beneficiary). The packages to surviving spouse or beneficiary with appropriate condolence letter will include instructions as needed for the enclosed forms. Estimated time to receive the DFAS packages is usually two or three weeks after death notification. Also, as previously notes, **an extremely helpful DFAS site** is <https://www.dfas.mil/retiredmilitary/survivors/retiree-death/>. It contains much information on what is needed to report a death, the process of getting the Survivor Benefit Plan (SBP) and Arrears of Pay (AOP) packages, and submission procedures. And it contains links to instructions for SBP annuity & AOP forms.

Survivor Benefit Plan - Monthly Premium Payments, “Direct Remitters” (DFAS) Deductions to DFAS from Retired Pay, CRSC Pay, or VA Disability Compensation:

If a VA designated disabled retiree can’t pay SBP monthly premiums to DFAS from military retired pay or Combat Related Special Compensation (CRSC)(if eligible-see separate article on this), the retiree (a “Direct Remitter”) must pay this premium directly. Billings for the owed premiums is/was from U.S. Treasury, Centralized Receivables Service (CRS). Supposedly billings for SBP premiums will now come from DFAS. “Direct Remitters” should be on the lookout for DFAS guidance.

If payments are now being made directly to DFAS, there is a procedure to have SBP premiums paid to DFAS from VA compensation and avoid this hassle. Fill out **DD Form 2891 Interim** (Authorization for Retired Member Survivor Benefit Plan (SBP) Monthly Premium Deduction by Dept of Veterans Affairs (VA)) – long title! It is available at the DFAS website. The retiree would fill it out and submit it directly to DFAS via the askDFAS online upload tool or mail to: U.S. Military Retired Pay, 8899 E 56th Street, Indianapolis, IN 46249-1200.

Go to <https://dfas.mil/RetiredMilitary/provide/sbp/payment> for much more specific details and <https://dfas.mil/RetiredMilitary/forms/#1SBPRet> for the **DD 2891 Interim** form.

Taxes and the death of a retiree or surviving spouse:

Something at times forgotten but a final federal and state income tax return will be required. . Whoever prepares these final tax returns will need the final 1099-R documents.

Tripler Army Medical Center Appointments; 808-433-2778.

Tripler-Tricare/Retiree Ombudsman; 808-433-3422, FAX 808-433-1379.

Tricare: Visit www.mytricare.com/mtc, <https://www.triwest.com>, <https://www.tricare.mil>, <https://www.Tricare.mil>, <https://www.tricare.mil/coveredservices/>, <https://Tricare.triwest.com/en/beneficiary/>, <https://health.mil/>, www.opm.gov/FEDVIP, www.benefeds.gov.

Tricare: Customer Services West Region (TriWest Healthcare Alliance); 888-874-9378. www.tricare.mil/west. With the changeover challenges that occurred in 2025, prudence dictates investigation to ensure any changes you want during any open season and qualifying life events actually happen. We strongly encourage all TriWest subscribers to “bookmark” and frequently

monitor the <https://tricare.mil> and <https://tricare.triwest.com/en/beneficiary/> websites and sign up for periodic Tricare and TriWest administrative plan updates.

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

Tricare: Mail Order Pharmacy-Specialty Drugs: Accredo will be filling specialty medication prescriptions: accredo.com/dodspecialty, **877-882-3324**. Also see Express-Scripts: **877-363-1303**, www.tricare.mil/pharmacy, www.express-scripts.com, www.express-scripts.com/tricare/.

Tricare Overseas-Pacific; **877-678-1208** (stateside), **+65-6339-2676** (overseas), www.tricare-overseas.com/contact-us (for country specific info), sin.tricare@internationalsos.com. For medical assistance: **+65-6338-9277**

Tricare-for-Life (TFL) (Wisconsin Physicians Service); **866-773-0404**, www.tricare.mil/tfl, www.tricare4u.com. FAX: **1-608-301-2114**

VA Hawaii Website: www.hawaii.va.gov

VA Ask questions online at <https://iris.custhelp.va.gov/app/ask>. You may need to sign in first via Login.gov or whatever site you selected for access. Call Health Benefits Hotline **877-222-VETS (8387)**, “My HealtheVet” help desk **877-327-0022**, ebenefits technical support **800-983-0937** and “MyVA411” main information line **800-698-2411**.

VA Caregiver Support: www.caregiver.va.gov

VA Death of Veteran or Surviving Spouse Receiving Compensation:

VA must be notified at **800-827-1000** to report the retiree's death if the retiree had received any benefits **and** especially if the retiree was receiving any disability compensation or pension **and/or** was receiving treatment in any VA medical or outreach facility **and/or** was enrolled in any VA disability life insurance. As with military retired pay, VA disability compensation ceases upon the death of the retiree and overpayments will be collected.

For other benefits based on the death of the retiree including burial benefits, refer to <https://www.va.gov>.

Always remember, for the death of a surviving spouse receiving DIC, such compensation ceases upon their death. Reporting the death is necessary as overpayment will be collected.

VERY IMPORTANT: Also notify VA (or OSGLI for VGLI) if a deceased spouse was the beneficiary of any of VA insurance policies. Refer to “VA Life Insurance for contacts.”

VA Disability Compensation Claim, HOW TO FILE: Call for info **1-808-433-0420**. File a disability claim through benefits.va.gov. If going to the office:

Bring DD 214 and Medical Records if available

Bring DD 214 Supplement

Request to File a Disability Compensation Claim

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

Check with the article on VSO in this list for assistance.

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

VA Life Insurance:

Contact the VA for retirees enrolled in any VA disability life insurance policies such as **VALife**, **S-DVI**, **VMLI** or other sponsored life insurance policies such as **National Service Life Insurance (NSLI)**. Visit <https://www.va.gov/life-insurance/>, www.benefits.va.gov/insurance/ for information

VALife eliminates time limits to apply, increasing access to more veterans than ever before. The program offers guaranteed acceptance, whole life insurance to veterans aged 80 or under or with any level of service-connected disability (0 to 100%). Veterans aged 81 or over may qualify if they meet certain criteria and apply within a certain timeframe. Premiums will not increase over the life of the policy. The table of premium rates can be found at <https://www.va.gov/life-insurance/options-eligibility/valife/>.

S-DVI (NOT VGLI) is for veterans released from ACDU after 25Apr51, have service-connected disability, in good health besides service-connected conditions, and apply within two years of grant of new service-connected disability. Contact **800-669-8477**. Website has details. It also discusses possible problems with other than honorable discharges. <https://www.va.gov/life-insurance/options-eligibility/s-dvi/>, www.va.gov/life-insurance/, www.benefits.va.gov/insurance/

Veterans Group Life Insurance (VGLI) is administered by the **Office of Serviceman's Group Life Insurance (OSGLI)** for veterans previously enrolled in and have converted their **SGLI** to **VGLI** within 1 year and 120 days (16 months) of leaving the service. After 240 days (8 months) the veteran still can but then must be able to prove good health. Contact **800-419-1473 FAX: 800-236-6142**. Website has details including info for Reserve Retired (Gray Area). www.va.gov/life-insurance/options-eligibility/vgli/,

VA Mental Health: www.mentalhealth.va.gov, **800-214-1306**

VA My HealtheVet website: www.myhealth.va.gov has transitioned to the new My HealtheVet on VA.gov. Go to <https://www.va.gov/health-care/manage-health/> for sign-in details.

VA Tool Free Telephone Numbers: website https://iris.custhelp.va.gov/app/answers/detail/a_id/1703.

Veterans Affairs, Office of, Hawaii State (OVS); **808-433-0420**, www.dod.hawaii.gov/ovs/.

Veterans Affairs, U.S. Dept of: <https://www.va.gov/>

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

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

Hilo Vet Center, Hilo; **808-969-3833**

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

Kauai Vet Center, Kauai; **808-246-1163**
Kona Vet Center, Kona; **808-329-0574**
Maui Vet Center, Maui; **808-242-8557**
West Oahu Vet Center, Kapolei; **808-458-5084**

For Information: The Vet Centers were established in 1979 in support of Vietnam veterans. Set up in four regions nationally, they report directly to their regional directors under the Readjustment Counseling Service in Washington. The centers provide primarily mental health services involving PTSD, drug abuse, alcoholism, spouse support groups and more.

Veterans Crisis Line-VA – National Crisis and Suicide Intervention Line; If you need help call **988 then Press 1**. You can **send a text message to 838255** to receive confidential support. You can also chat online by going to <https://www.veteranscrisisline.net/chat>. This is all available 24 hours a day/7 days a week.

Veterans Health Administration/Health Care (VHA), <https://www.va.gov/health-care/>, **1-877-222-VETS (8387).**

Veterans ID Card-VA: Go to www.va.gov/records/get-veterans-id-cards and follow directions. Be prepared to create an account, enter service data, upload selfie.

Veterans Service Organizations/Officers (VSO):

Veterans who had claims previously denied for any of the illnesses, cancers, and other health issues and locations covered by the PACT Act (<https://www.va.gov/resources/the-pact-act-and-your-va-benefits/>) and earlier legislation detailing presumptive health issues and locations are encouraged to submit supplemental claims for benefits, reapply or challenge previous denials as necessary. Check the va.gov websites for details on all benefits or call the VA benefits number **1-800-827-1000** for information.

VSOs such as the Veterans of Foreign Wars (VFW) and Disabled American Veterans (DAV) employ Veteran Service Officers who may be able to assist veterans in navigating the VA claims and benefits system including assistance in filling out, submitting, and following initial claims and the appeals process on denials of disability benefits. For an online list of organizations approved by the VA visit <https://www.va.gov/ogc/recognizedvsos.asp>.

All of the below Veterans Service Offices are at Tripler Army Medical Center, VA E-Wing, 459 Patterson Road, Honolulu, HI 96819:

Disabled American Veterans, Room 1-C102, **1-808-433-0491/0490**, dav.vbahon@va.gov

The American Legion, Room 1-C101, **1-808-433-0407/0497**

Veterans of Foreign Wars, Room 1-C104, **1-808-433-0494/0495**, vfw.vbahon@va.gov

The Military Order of the Purple Heart, Room 1-C105, **1-808-433-0428**

State of Hawaii, Office of Veterans Services, Rm 1-A103, **808-433-0420/0421**, ovs@hawaii.gov

Women Veteran Care-VA: website www.va.gov/pacific-islands-health-care/health-services/women-veteran-care/ for an overview of services available and the phone number **1-800-214-1306** for information. Program manager PIHCS for women veteran services **808-433-0477**. And reach **1-855-VA-Women (1-855-829-6636)** to access the “**Women Veterans Call Center.**”

FINAL NOTE: Remember, the Retired Activities Office (RAO) at the Military and Family Support Center (MFSC) is here to provide assistance to our retired military community. We have helped many fill out the DFAS forms and answer questions on varying subjects that retirees have posed. If our RAO volunteers do not know the answer, we will find it or let you know where you can get the answer directly. The telephone number for the RAO is **808-474-0032**. Please leave a phone mail message if the office is not staffed when you call. RAO volunteers monitor phone messages and respond to questions. Messages can also be left at the MFSC front reception counter at **808-474-1999** or email messages can be sent to MFSCHawaii@us.navy.mil. The email account is monitored daily by MFSC staff. As well as your inquiry, please don't forget to provide your name, telephone number and email address.

First FAQ Notes from Jo Ellen Reynolds, email of 24Feb21 1123am Subj RETIRED ACTIVITIES OFFICE

YELLOW BACKGROUND – information needs to be verified/updated

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