

KIRTLAND AIR FORCE BASE

Quarterly Retiree Newsletter

















"Your link to retiree benefits information and assistance."

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Meet Us For KAFB Retiree Appreciation Week 28 April – 2 May 2025

Fellow Retirees,

There are several exciting things to report. First, Military Retiree Appreciation Week is 28 April – 2 May 2025. We have free or discounted recreational activities from golf to flying, as well as a great line-up of speakers. A Navy Mutual Representative will speak Thursday on Navigating Misconceptions about Veteran Benefits and on Friday about Estate Planning and Survivor Benefits. Also, on Friday we will have presentations on Understanding Artificial Intelligence and Preventing Scams. There's something for everyone.

Second, both veteran's and disabled Veteran's exemptions bills passed the State legislature. Check with your respective county assessor for how to apply. This will be relevant for the taxes you file next year. As always, we'll continue to monitor this.

Another thing to think about is adjusting your withholding for State taxes to reduce any refunds, as those are reportable as income on the following year's taxes.

Finally, May 31 and Jun 1 is the Air Fiesta and we hope you can attend that as well.

See you soon! Sally



Quarterly RAO Newsletter

The Retiree Activities Office publishes this Newsletter quarterly on or about Mid-February, Mid-May, Mid-August and Mid-November. It can be found at the Base Post Office, BX and Commissary, golf course, bowling alley, CORE and the east side fitness center. If you would like an electronic copy, please e-mail us at 377ABW.CVR.RetireeActivities@us.af.mil or call our office at (505) 846-1536.

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IMPORTANT Announcements from the Military Personnel Flight (MPF)

The MPF expanded their CAC/DEERS customer support hours starting 1 January 2025. General walk-in hours for all customers needing CAC/DEERS assistance will be from 0730-1200 Monday – Friday, except holidays, family days and training days.

Do You Need a New ID Card?

It has recently been difficult to get an appointment for a new ID card. The Retiree Activities Office has partnered with Military Personnel on a pilot program intended to help our retirees and their dependents get new or updated ID cards. For the foreseeable future, there will be a dedicated "Retiree Day and Time" from 1100 - 1400 hours on the second Tuesday of each month. The next two dedicated times and days are 1100 - 1400 hours on 13 May 2025 and 10 June 2025. Retirees and their dependents <u>WILL</u> have priority. <u>Note:</u> You can update your information in DEERS at the same time, even if you don't need a new ID card. (To check or update your information, call 1 (800) 538-9552 or login to <u>milconnect.dmdc.osd.mil/milconnect</u>). Volunteers from the RAO will be on hand to meet and greet our retirees on these dedicated days.

<u>Please Remember</u>: If you don't already have one, everyone will need the newest version of ID card (<u>WHITE PLASTIC ID CARD</u>) by 2026. You can get this any time before that date. <u>Please DO NOT</u> wait until the last minute to get the new ID Card!!!

Other self-service ways to get your new ID Card include: (for already established ID cards only)

- Order a new Retiree/Dependent ID online and have it mailed to you in 30 days. Go to https://idco.dmdc.osd.mil/idco and choose Family ID Cards. You must have a DS Logon or CAC card to do this. Plan ahead – this process takes 30 days to complete
- Order a new Retiree/Dependent ID and pick it up in about 2 weeks; please utilize the kiosks located in the Consolidated Support Squadron. You will need all required documentation, including 2 forms of unexpired ID and a signed DD Form 1172 (or the sponsor must attend for ID card pick-up). This process takes about 2 weeks to complete if all submitted documentation is correct. A system generated email will be sent if the application was accepted. Retirees will be contacted if their package is incorrect. You will be called or emailed when your ID card is ready.



Former ID Card (Blue, Green or Pink)

INVALID after 2025

New ID Card REQUIRED BY 2026

Note: It doesn't matter if the old version of the ID card (Blue, Green or Pink) has an indefinite (INDEF) expiration date. You still need a new one!!!

Kroger Family of Pharmacies Rejoins TriCare Network

The Kroger Health and Kroger Family of Pharmacies bring more than 2,200 additional pharmacies across 35 states into the Tricare network of pharmacies, according to Defense Health Agency officials. The Kroger Pharmacy brand names also include Baker's Pharmacy, City Market, Dillons, Fred Meyer, Fry's, Harris Teeter, King Soopers, Mariano's, Pick'n Save, QFC, Ralphs and Smith's Food and Drug.

To find an in-network retail pharmacy nearby, beneficiaries can use Tricare's online https://militaryrx.express-scripts.com/find-pharmacy

Pharmacy Changes

ID Cards And DEERS

Kroger
Family
Of
Pharmacies
Rejoins
TriCare
Network

The main pharmacy in the 377 Medical Group Clinic is open (see map below). <u>All new scripts</u> and <u>any script your doctor sends to the KAFB Pharmacy</u> are automatically sent to the clinic pharmacy and that is where you will pick them up. This change should be transparent to your doctor.

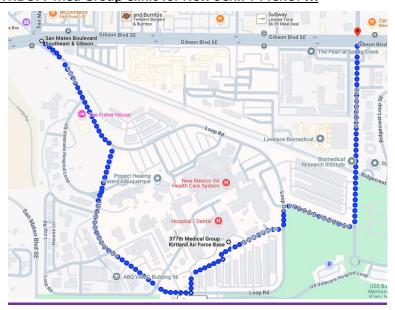
Beginning 3 Feb, electronic prescriptions will **NO LONGER** be automatically activated. If your doctor gives you a new electronic prescription, you must activate it in one of the following ways:

- If you have access, message the pharmacy on the MHS Genesis Patient Portal, https://patientportal.mhsgenesis.health.mil.
- Through the QR code found at the main clinic or the BX pharmacy.
- From a smart phone, <u>text</u> "Get in Line" to 1(833) 429-6533 and answering the tech's questions.
- If you do not have smart phone or text capability, you must go to the clinic pharmacy main window (pickup window) and take your turn in line to request activation. Then you can choose to wait or come back for your prescription. Let the pharmacy staff know what you plan to do.
- Note: there is a separate window for delivering paper scripts.

Your subsequent <u>refills</u> will continue to be filled at the BX pharmacy and picked up at the BX pharmacy window or the kiosk (24/7).

Note: There are 5 reserved parking spaces at the clinic exclusively for pharmacy pickup. They are near the front entrance. If needed, wheelchairs are available inside the main entrance. Let us know what questions you have, and we'll get answers for you. Contact us at 377 ABW/CVR Retiree Activities Office, (505) 846-1536 or 377ABW.CVR.RetireeActivities@us.af.mil.

DIRECTIONS TO THE 377 Med Group Clinic for New SCRIPT PICKUP!!!



IMPORTANT Prescription Change

The pharmacy accepts hand-written prescriptions for most medications. However, please note that New Mexico state law requires <u>all controlled substance prescriptions to be submitted electronically</u>. No hand-written prescriptions for pain meds (controlled <u>substances</u>) will be accepted. This requirement applies to all prescribers within the state, regardless of their patient's affiliation. This policy aligns with New Mexico's commitment to secure prescribing practices and helps prevent prescription fraud and abuse. If your Doctor/Provider has any questions/concerns he/she can call our pharmacist direct line at 505-846-3133.

A Little More Information About Prescription Refills

New Pharmacy Procedures

Prescription Changes

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If you have a DS Logon, you can access the Kirtland Pharmacy through the MHS GENESIS Patient Portal at https://patientportal.mhsgenesis.health.mil . From there, you can send a message to the pharmacy requesting medication refills. Please include what medication(s) you would like refilled and whether you would like to pick them up at the Bx Pharmacy window or the Script Center in the BX. Alternatively, you can call (505) 594-2846 to use the automated phone line to request your prescription refills. Please note that the official MHS GENESIS Patient Portal is accessible 24/7. If you find any websites that reference the MHS GENESIS Patient Portal or other information about MHS GENESIS that are not part of the mil domain, those are not official government websites or affiliated with the Department of Defense or Military Health System. For your cyber safety, only use official websites. If you have questions about the MHS GENESIS Patient Portal, call the Defense Health Agency Global Service Center 24/7 at (800) 600-9332 or https://patientportal.mhsgenesis.health.mil .	Prescription REFILL Requests
 377 MDG Immunizations The Immunization Clinic is available by appointment only. Available vaccines include: Pneumonia, Td/Tdap and Shingles vaccines on Mondays, Tuesdays and Thursdays. Flu Vaccine on select Tuesdays, Thursdays, and Fridays from 0800-1200 and 1300-1600. Moderna Covid-19 vaccine available and limited to selected Fridays from 1300-1500. Note: The RSV vaccine is currently not available. To make an appointment, go to https://go.thryv.com/site/377MDG or call (505) 846-3200. Check-in for all appointments will be located at the front desk 	377 th Med Group Information
377 MDG Radiology Outside orders are not available via 0730-1030 walk-ins. Appointments must be booked via Thryv, https://go.thryv.com/site/377MDG and the x-ray order must be no older than 60 days.	
REAL ID: If you are bringing a visitor on base through the Truman Visitor Center to obtain a pass, they must have two forms of photo ID and one of them must be Real ID compliant . If the visitor's driver's license is not Real ID compliant, their second form of ID must be a current passport or other form of Real ID. Remember, you can only access KAFB with either a valid, current base access ID or a visitor pass.	REAL ID Enforcement
Casualty Assistance Representative The Casualty Assistance Representative (CAR) is Jesus Palomino. His number is (505) 846-5508.	Casualty Assistance
TRICARE for Life Seminars The in-person TRICARE For Life (TFL) Seminar offers an introduction to Medicare/TFL for retirees turning 65 years of age or under 65 who are eligible for Medicare due to a disability. They are held at the 377 th Med Group (Kirtland Clinic) from 1330 – 1500 on the 3 rd Wednesday of the month. The next three seminars will be 16 April 2025, 21 May 2025 and 18 June 2025. For reservations, call (505) 853-1396. On the day of the seminar, check in at the Patient Records Desk on the 2nd floor by 1320.	TRICARE For Life Seminars
Legal Office The Legal Office is now back to full operation. For assistance and to schedule an appointment, call (505) 846-4217 or email Kirtland.Legal.Assistance@us.af.mil. Walk-In hours are: • Monday & Friday: 0830 – 1600 • Tuesday & Thursday: 0730 – 1600 • Wednesday: Closed	Legal Office
New 2025 Travel Requirements for Domestic and International Destinations	

Starting in May 2025, the U.S. Department of Homeland Security will <u>require</u> the use of Real ID for all domestic air travel. This may be a current state Real ID card, a valid REAL ID driver's license or a valid passport. A current passport is required for all international travel. Also, always check if a Visa is required for the country or countries you will be visiting. As of January 2025, an Electronic Travel Authorization (ETA) will be required for all U.S. and European travelers to enter the United Kingdom (England, Scotland, Wales and Northern Ireland). The cost is about \$13.00 US, it is valid for multiple entries for 2 years. Apply for the ETA through the UK government's official website https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta or use the ETA app available from your App Store. Note: The European Union's European Travel Information and Authorization System (ETIAS) was supposed to go into effect in May 2025. It has now been delayed until the 4 th quarter of 2026. Stay	2025 Travel
tuned for more information as we get closer to the launch date. New Protections for Air Travelers In 2024, new federal regulations took effect that require airlines to make it easier for ticketed passengers to get a refund for their airline tickets if a flight is cancelled or significantly delayed and they choose to not take a rebooked flight. Significant delays are now clearly defined across all airlines. Travelers are also eligible for refunds of baggage fees if a bag is delayed for over 12 hours (or 15-30 hours for international flights) and refunds on ancillary paid services, such as WiFi, that don't work. Each airline is required to have 24/7 live customer service support channels. Hopefully, this improves the airline travel experience!	Information
Too Many Scams! Text scams are on the rise. If you receive a text saying you have outstanding tolls, do not click on any links in the text or call the number they give to resolve the issue. It is a scam! Also, there are texts circulating that you have unauthorized charges on you Apple iCloud account or Apple Pay account. Again, this is a scam! Do NOT engage. If you ever have a question about a text, email or phone call you receive — CALL the credit card company, bank, etc. DIRECTLY to verify information. That way — YOU INITIATED THE CALL and you know who you are calling!	More Scam Advice
KAFB and M&FRC Hiring Events The next 4 Hiring Events will take place in the Consolidated Support Building, 0900 – 1200 on the following dates: 16 May 2025, 13 June 2025, 18 July 2025 and 15 August 2025.	KAFB Hiring Event
New Mexico VA / Roadrunner Food Bank The NM VA and Roadrunner Food Bank hosting a Monthly Food Drive at Veteran's Memorial Park, 1100 Louisiana Blvd. SE Albuquerque NM 87106, 0900-1100 every 4 th Wednesday of the month.	Monthly Food Drive
Uber Drivers on Base UBER-certified drivers with a valid base ID are able to access Kirtland AFB for pick up and drop off of passengers. Note: all passengers must also have a valid base ID. Please be sure to verify that your driver has the proper KAFB credentials before scheduling a ride.	Uber Info
Update About USAA Insurance Eligibility If a military member/retiree does not have their insurance through USAA, their surviving spouse will not be eligible to get any insurance through USAA.	USAA Insurance Update
IMPORTANT INFORMATION ABOUT VA SERVICES If a service member gets all of his/her care at the VA and elects <u>not</u> to take Medicare (meaning the member also does not have TriCare for Life), the service member's spouse will <u>not</u> be eligible for Tricare for Life, even if they have Medicare.	Important VA Information

After 31 January 2025, you'll no longer be able to use your My HealtheVet user ID and password to sign in. You must sign in through either Login.gov or ID.me. This change also requires multifactor authentication (MFA) as an added layer of protection for your account. It will reduce the number of sign-in options Veterans need to choose from—and protect all Veterans' information and benefits. Remember - Never give your information to anyone who says they can help you with signing into VA websites unless you're sure they are a VA employee or an accredited representative of VA. Always make sure a link is taking you to the official va.gov website before selecting it from an email, text message, social media post, or online ad. You can always go to www.va.gov/sign-in-changes for trusted information. If you need to verify your identity or add MFA to your ID.me account, you are encouraged to do that soon. This process often takes about 10 minutes.	Important VA Update
2025 Veterans Benefits Guide The guide is available online at https://department.va.gov/wp-content/uploads/2024/12/2025-Federal-Benefits-for-Veterans-Dependents-and-Survivors.pdf .	VA Benefits Guide
VA Efforts to Support Women Veterans except from measurance In addition to being the fastest-growing population in the Veteran community, women are the fastest-growing group of Veterans who use VA services. We continue to expand services so that women can receive trauma-sensitive, tailored care, particularly for those at increased risk for suicide. Here are resources currently available: Women Veterans Program Managers: These people are available at every VA medical center to ensure women receive tailored care and are connected to necessary services. https://womenshealth.va.gov/WOMENSHEALTH Expanded Medical Health Care Access: A complete range of care, including telehealth and peer support, is available to address PTSD, depression, anxiety and substance use disorders. https://www.mentalhealth.va.gov/women-vets	VA Resources For Women Veterans

Mental Health Resources for Veterans Numerous resources exist to help Veterans needing mental health or suicide prevention assistance. Locally, the VA hotline is available at (505) 265-1711, and press number 7. The Federal Lifeline is available by dialing 988. For Veterans, dial 988 and press number 1. You can also text 838255 or go to the website to chat online at www.veteranscrisisline.net . These services are free. If you feel like you might hurt yourself or you need mental health assistance, don't think you are alone. Disaster Assistance and Resources for Veterans Resources are available for Veterans, dependents, survivors, and caregivers who have experienced a natural disaster. Whether you are receiving VA disability, a VA pension, education benefits, a VA home loan or insurance, the VA is available to help you and protect your benefits. Please go to https://news.va.gov/132965/disaster-assistance-and-resources-for-veterans for further information.	VA Corner
The BX Pharmacy Needs Volunteers The BX Pharmacy is looking for dedicated volunteers. The Red Cross office is in charge of accepting applicants. If you are interested, call their office at (505) 262-6162, or our office at (505) 846-1536 for more information.	Volunteer at the BX Pharmacy
Local Area Military Discounts The following local restaurants offer a military discount with valid ID card just by asking for it: 15% at all area Freddy's Frozen Custard and Steakburgers and 15% at IT Dim Sum (7900 Carmel Ave, Albuquerque). It's always a good idea to ask politely about a military discount any place you go.	Military Discounts
KAFB Arts and Crafts The KAFB Arts and Crafts Center is located at 8001 Gibson Blvd SE Bldg 20170, Kirtland AFB, NM 87117. It is open Monday – Friday, 0900-1700. The Golden Times Club meets every 2nd Thursday of the month, 1100 – 1230 for anyone ages 18 and up. It is FREE for Retirees and Veterans, and \$15 per session for everyone else. A different craft will be available every month. The next few sessions will be clay hand building on 13 March 2025, glazed tiles on 10 April 2025 and watercolor art therapy on 8 May 2025. The Crochet Club meets every 3rd Tuesday of the month, 1100 – 1230 for those ages 12 and up. It is also FREE for Retirees and Veterans, AND anyone experienced and willing to share expertise with others. It is \$5 per session for everyone else. Upcoming dates are 18 March 2025, 15 April 2025 and 20 May 2025. To register for either activity, call (505) 238-3003 or kirtlandartsandcrafts@gmail.com. Participants are not required to stay the entire time. Participants are welcome to bring guests, but they must also register. The goal of these clubs is to build community! All supplies are provided!	KAFB Arts And Crafts
Family Camp The Kirtland Air Force Base Family Camp is located at 24250 F Street, near the Eubank gate. Retirees and dependents with a current valid military ID may stay at the Family Camp in an RV for up to 6 months at a time. Once that time is up, you must vacate KAFB for 6 months before being eligible to return. The cost for full hook-up is \$35 per night. If interested, please contact Fam Camp at (505) 846-0377 to reserve a space.	Family Camp
RV Storage KAFB has several locations around the base for dry storing an RV. Retirees and dependents with a current valid military ID are eligible to use this area. The cost is \$30 - \$55 per month, depending on the size of the RV. For more information and to reserve a space visit Outdoor Recreation in the CORE building (next to the BX). You will need to bring a current RV Registration and proof of insurance.	RV Storage

KAFB Thunderbird Dining Facility Retirees and their dependents with a valid ID card are eligible to eat in the Dining Facility on Saturdays, Sundays and Federal Holidays from 0900-1300. Note: Credit cards or cash are accepted.	Thunderbird Dining Facility
Kirtland AFB Veterinary Treatment Facility Veterinary weekly appointments are now available. Services include basic wellness appointments, sick call appointments, dental cleanings, and surgical procedures (including spay/neuter). Please call (505) 846-4276 or drop by the clinic to register your pet and schedule an appointment. The office is located in building 20168 on Pennsylvania Ave., behind the Base Exchange.	KAFB Veterinary Treatment Facility
Kirtland AFB Chapel and Religious Services St. Michael the Archangel Catholic Community celebrates Mass every Sunday at 0900 at the Kirtland AFB Chapel. Anyone with base access is welcome. In addition, daily Mass is offered Tuesday, Thursday and Friday at 1130. The Kirtland AFB Protestant Community Service meets every Sunday at 1100 at the base Chapel. Anyone with base access is welcome to attend. Protestant Women of the Chapel (PWOC) meets every Wednesday, 0900 – 1200, in the annex of the Base Chapel.	Kirtland AFB Chapel Services
Kirtland AFB Gate Operations Carlisle Gate – weekdays 0530 – 0900 in/outbound, 1530 – 1730 outbound only Eubank Gate – open 24/7 Gibson Gate – open 0530 – 1930 daily Maxwell Gate – open 24/7 Truman Gate – open 24/7 with Visitor Control Center Wyoming Gate – weekdays 0530 - 0900 in/outbound, 1530 – 1730 outbound only	KAFB Gate Access

Wing Holidays and Training Days

Minimum base services will be available on these dates in 2025		
Thursday, 15 May 2025	Training Day	
Friday, 23 May 2025	Family Day	
Monday, 26 May 2025	Memorial Day	
Thursday, 19 June 2025	Juneteenth	
Friday, 20 June 2025	Family Day	
Thursday, 3 July 2025	Family Day	
Friday, 4 July 2025	Independence Day	
Thursday, 17 July 2025	Training Day	
Thursday, 21 August 2025	Training Day	
Friday, 29 August 2025	Family Day	2025
Monday, 1 September 2025	Labor Day	Wing Holidays
Thursday, 18 September 2025	Training Day	And
Friday, 10 October 2025	Family Day	Training Days
Monday, 13 October 2025	Indigenous People's Day	(Tentative)
Thursday, 16 October 2025	Training Day	(Terreactive)
Monday, 10 November 2025	Family Day	
Tuesday, 11 November 2025	Veterans Day	
Thursday, 20 November 2025	Training Day	
Thursday, 27 November 2025	Thanksgiving Day	
Friday, 28 November 2025	Family Day	
Thursday, 18 December 2025	Training Day	
Wednesday, 24 December 2025	Family Day	
Thursday, 25 December 2025	Christmas Day	
Wednesday, 31 December 2025	Family Day	

Useful Phone Numbers

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Air Force Lodging (Conus Only)	1 (888) 235-6343
AMVETS Appointment (Lou Rossi)	(505) 846-0741
Arts and Crafts	(505) 853-3003
Base Exchange	(505) 232-8771
BENEFEDS (Vision / Dental Insurance)	1 (877) 888-3337
BX Pharmacy – Consult Only	(505) 846-3200 option 3
BX Pharmacy – Script Activation TEXT ONLY	1 (833) 429-6533
BX Pharmacy - Script Refills	(505) 594-2846
Bowling Alley	(505) 846-1156
Casualty Assistance	(505) 846-5508
Chapel	(505) 853-5000
Commissary	(505) 846-4902
DEERS	1 (800) 538-9552
DFAS (Retirees/Annuitants)	1 (800) 321-1080
East Side Fitness Center	(505) 846-1102
Express Scripts	1 (800) 282-2881
Family Camp	(505) 846-0337
Golf Course	(505) 846-1169
Golf Course Snack Bar	(505) 846-7835
Health Benefits Advisor (377 Med Group)	(505) 853-1396
ID Cards	(505) 846-2017
Information, Tickets & Travel	(505 846-2924
Legal Office	(505) 846-4217
Military & Family Readiness	(505) 846-0751
Medicare Claims and Information	1 (800) 633-4227
My Pay (DFAS)	1 (888) 332-7411
National Personnel Records Center	1 (314) 801-0800
National Aging and Disability Resources	1 (800) 432-2080
NM Department of Veterans Affairs	(505) 383-2400
Outdoor Recreation	(505) 846-1499
Patient Advocacy (377 Med Group)	(505) 249-2675
Retiree Activities Office	(505) 846-1536
Senior Citizens Law Office	1 (505) 265-2300
Social Security (Local Office)	1 (866) 613-9961
Thrift Shop	(505) 508-1114
Total Force Service Center (myPers)	1 (800) 525-0102
Tricare for Life	1 (866) 773-0404
Tricare West	1 (844) 866-9378
Truman Gate Visitor Center (24 Hours)	(505) 846-2676 / 7509
VA Benefits Advisor	
	(505) 853-1701
VA Hospital Albuquerque	(505) 853-1701 (505) 265-1711
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VA Hospital Albuquerque	(505) 265-1711

Useful Websites

Base Exchange	shopmyexchange.com
BENEFEDS (Vision / Dental)	benefeds.com
DEERS	milconnect.dmdc.osd.mil
Dept of Veterans Affairs	va.gov
DFAS (Retirees/Annuitants)	dfas.mil
Express Scripts	militaryrx.express-scripts.com
Genesis Patient Portal	https://patientportal.mhsgenesis.health.mil
ID Card Renewal Appointment	https://idco.dmdc.osd.mil/idco
Information, Tickets & Travel	kirtlandforcesupport.com/itt-office
KAFB Retiree Activities Office	https://www.kirtland.af.mil/About-Us/Retiree-Activities-Office
Medicare	medicare.gov
My Pay Login	mypay.dfas.mil
National Personnel Records Center	archives.gov/veterans
Social Security	ssa.gov
Tricare	tricare.mil
Tricare for Life	tricare.mil/tfl
Tricare Claims Information	tricare4u.com
Tricare West	tricare-west.com
Veterans Group Life Insurance	benefits.va.gov/insurance

"This Kirtland AFB Retiree Activities Office Newsletter is an authorized publication for retired military personnel and their spouses. The contents of this newsletter are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense, or the Department of the Air Force."



Retiree Activities Office Hours Tuesday through Friday from 1200 to 1500.

If you would like to receive this newsletter or other information from the Retiree Activities Office electronically, please call us with your e-mail address at (505) 846-1536 or e-mail us at

377ABW.CVR.RetireeActivities@us.af.mil

Visit Our KAFB Retiree Activities Office Website at

https://www.kirtland.af.mil/About-Us/Retiree-Activities-Office