



Welcome to Fort Sam Houston

JOINT BASE SAN ANTONIO



502d Force Support Squadron



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RSO HOT TOPICS

- **Beginning 1 March 2013 DFAS is mandated to pay all Customers by direct deposit. Avoid the rush and hassle by visiting your RSO for assistance.**
- **Survivor Benefit Plan– It is key that you contact your Retirement Service Officer or Defense Finance and Accounting Office regarding changes in your status (i.e. marriage, divorce, death or birth of child.)**
- **CRSC Recipients'-December you will receive notification of making an election of CRSC or CRDP entitlements. I highly recommend visiting your RSO for assistance in making your election.**
- **SBP Annuitants-Each year DFAS requires annuitants to complete and return a Certificate of Eligibility (COE) with information such as their address and marital status. If the annuitant does not complete and return the COE to DFAS by the deadline, pay will cease until DFAS receives an up-to-date COE. (The Certificate of Eligibility is sent to annuitants each year, two months prior to their birthday).**
- **2013 TRICARE Prime Enrollment Fees Announced- 2013 TRICARE Prime enrollment fees for uniformed service retirees and their families go into effect Oct. 1, 2012. The Prime enrollment fees for 2013 are \$269.28 for retirees, and \$538.56 for retirees and their family members.**

FORT SAM HOUSTON RETIREMENT SERVICES OFFICE

Building 2263 Room 100A
Fort Sam Houston, Tx 78234

CUSTOMER SERVICE HOURS

Monday-Friday 0730-1600 Closed 1130-1230 daily

Contact number 210-221-9004

RSO email:

usaf.jbsa.502-abw.mbx.502-fss-fsh-retirement-service-of@mail.mil

RSO Website:

<http://www.samhouston.army.mil/hra/Retirement.aspx>

REQUESTING MILITARY SERVICE RECORDS

Retirees should ensure that their family knows the location of their military Separation Document (DD 214 from 1950 to present and WD (War Department) Form 53-55 and other variations prior to 1950). Note that registering a copy at the county court house may make that document a public record. Be sure to inform your spouse and relatives where to locate your Separation Document and any other important papers.

Preferred method of submitting a request to the National Personnel Records Center (NPRC) is via the Internet. As you know, the NPRC provides copies of documents from military personnel records to authorized requesters. The web-based application will provide better service on these requests by eliminating the mailroom processing time. You may access this application at:

<http://www.archives.gov/veterans/military-service-records/>

Alternate method of requesting records:

Mail or fax your signed and dated request to the National Archives' National Personnel Records Center (NPRC). **NPRC Fax Number:** 314-801-9195 **NPRC Mailing Address:** National Personnel Records Center Military Personnel Records, 1 Archives Drive, St. Louis, MO 63138, Contact number 314-801-0800.

REQUESTING MILITARY AWARDS & DECORATIONS

ARMY

National Personnel Records Center
1 Archives Drive
St. Louis, MO 63138

Medals are mailed from:

U.S. Army TACOM Clothing & Heraldry (PSID)
P.O. Box 57997
Philadelphia, PA 19111-7997

In case of a problem or appeal write to:

U.S. Army Human Resources Command
Soldier Program and Services Division
Awards and Decorations Branch
ATTN: AHRC-PDP-A

1600 Spearhead Division Avenue, Dept 480
Fort Knox, KY 40122-5408

AIR FORCE (includes Army Air Corps & Army Air Forces)

National Personnel Records
Center 1 Archives Drive
St. Louis, MO 63138

Medals are mailed from:

Active Duty:

Headquarters Air Force Personnel Center
AFPC/DPPPR
550 C Street West, Suite 12
Randolph, AFB, TX 78150

Reserve & Air Guard Veterans:

Headquarters Air Reserve Personnel Center
(ARPC/DPSVN)
6760 E. Irvington Place
Denver, CO 80280-4000

NAVY

Liaison Office Room 350
1 Archives Drive
St. Louis, MO 63138

In case of a problem or appeal:

Chief of Naval Operations
(OPNAV 09B33)
Awards & Special Projects
Washington, DC 20350-2000

MARINE CORPS

Liaison Office Room 350
1 Archives Drive
St. Louis, MO 63138

In case of a problem or appeal:

Commandant of the Marine
Corps Military Awards Branch
(MMA) 3280 Russell Road
Quantico, VA 22134-5100

COAST GUARD

Liaison Office Room 350
1 Archives Drive
St. Louis, MO 63138

In case of a problem or appeal:

Commandant, U.S. Coast Guard
Medals and Awards Branch
(PMP-4)
Washington, DC 20593-0001

TEXAS VETERANS TUITION

Hazelwood Act provides qualified Veterans, Spouses, and Children with an education benefit of up to 150 hours of tuition and fee exemptions at state supported colleges or universities.

In order to be eligible to receive a Hazelwood Act Exemption, a Veteran must:

- Texas resident upon entry into the military, entered active federal duty in the State of Texas, or declared Texas as his or her home of record at the time of entry into the armed forces as documented on DD Form 214;
- Have a military discharge of honorable or general, under honorable conditions;
- Served at least 181 days of active duty service (excluding training);

Transferability of Benefits (Legacy Program) Eligible Veterans may assign unused hours. To be eligible, the child must:

- Be a Texas resident,
- Be the biological child, stepchild, adopted child, or claimed as a dependent in the current or previous tax year,
- Be 25 years or younger on the first day of the semester or term for which the exemption is claimed (unless granted an extension due to a qualifying illness or debilitating condition), and
- Make satisfactory academic progress in a degree, certificate, or continuing education program as determined by the institution.
- If a child to whom hours have been delegated fails to use all of the assigned hours, a veteran may re-assign the unused hours that are available to another dependent child.

Program Specialist Veterans Education Phone number-210-380-1660,

TEXAS VETERANS COMMISSION

“Helping Veterans Starts Here”

www.tvc.state.tx.us

Audie L. Murphy

Memorial VA Medical Center
7400 Merton Minter Blvd
Bldg. 4 Room 107
San Antonio, Texas 78229
Telephone: (210) 617-5175
Walk-Ins Only 7:30-4:00

Fort Sam Houston

1706 Stanley Road
Fort Sam Houston, Tx 78234
Telephone: (210) 221-2044
7:30-4:00
APPOINTMENTS ONLY

Frank M. Tejeda

VA Outpatient Clinic
5788 Eckhert Road
San Antonio, Texas 78240
Telephone: (210) 699-5076
7:30-4:00 Walk-Ins Only

Lackland, AFB

2200 Bergquist Drive Suite 1
Lackland AFB, Texas 78236
Telephone: (210) 292-7401
7:30-4:00
APPOINTMENTS ONLY

TEXAS VETERANS LAND BOARD

P.O. Box 12873
Austin, Texas 78711-2873
1.800.252.VETS (8387)
512.463.5060

www.glo.texas.gov/vlb/index.html

- **Land Loans**-VLB is to help Texan Veterans buy their piece of Texas with low-interest, long-term land loans.
- **Home Loans**– Veterans Housing Assistance Program to help Texas Veterans buy homes with special, low-interest loans for home purchase.
- **Home Improvement Loans**-the Veterans Home Improvement Program to provide below-market interest rate loans to qualified Texas Veterans for home repairs and improvements to their existing homes.
- **State Veterans Homes**-Texas State Veterans Home program to provide long-term care services for Texas Veterans. The homes are located in Amarillo, Big Spring, Bonham, El Paso, Floresville, McAllen, Temple, and Tyler
- **State Veterans Cemeteries**-In 2006, to augment the Federal Veterans cemeteries and allow Veterans to be buried closer to home. The VLB opened several state cemeteries in Killeen, Mission, Abilene and Corpus Christi

GRAY AREA RETIREE INFORMATION

Reservist or National Guardsmen approaching age 60 must submit a retirement application at age 58 ½ in order to receive retired pay.

Contact U.S. Army Human Resources Command Fort Knox, Kentucky to update address & phone 1-888-276-9472

Contact your RSO @ 210-221-9004 for application assistance.

usaf.jbsa.502-abw.mbx.502-fss-fsh-retirement-service-of@mail.mil

Required documents

- DD Form 108
- RPAM or NGB Forms
- DD Form 2656 Application for Retired Pay
- W4 Form
- SF 1199 Direct Deposit form
- Birth Certificates for dependents
- Marriage Certificate or Divorce Decree
- Beneficiary (Full name, SSN, address, date of birth)
- DD 214's

Combat Related Special Compensation **(CRSC)**

A program that was created for disability and non-disability military retirees with combat-related disabilities. It is a tax free entitlement that you will be paid each month along with any retired pay you may already be receiving.

Eligibility

To qualify for CRSC you must:

- be entitled to and/or receiving military retired pay
 - be rated at least 10 percent by the Department of Veteran's Affairs (VA)
 - be a reservist that is at least 60 years old or retired under Temporary Early Retirement Authorization (TERA)
 - waive your VA pay from your retired pay
 - file a CRSC application with your Branch of Service or with your Retirement Service Officer
- Disabilities that may be considered combat related include injuries incurred as a direct result of:
- Armed Conflict
 - Hazardous Duty
 - An Instrumentality of War
 - Simulated War

Department of the Army

U.S. Army Human Resources Command ATTN: CRSC Division 1600 Spearhead Division Avenue
Fort Knox, KY 40122
Telephone: 866-281-3254 (Toll Free)
E-mail: crsc.info@us.army.mil
Internet: www.hrc.army.mil/tagd/crsc

Department of Navy Naval Council of Review Boards

Combat-Related Special Compensation Branch
720 Kennon Street S.E., Suite 309
Washington Navy Yard, DC 20374-5023
Telephone: 877-366-2772 (Toll Free)
Email: DoN_CRSC@navy.mil Internet: www.donhq.navy.mil/corb/CRSCB/combatrelated.htm

United States Air Force Personnel Center

Disability Division (CRSC)
550 C Street West, Suite 6
Randolph AFB, TX 78150-4708
Telephone: 800-525-0102
Email: AFPC.DPPDC.AFCRSC@us.af.mil Internet: <http://www.retirees.af.mil/>



Honoring those who served.

The rendering of Military Funeral Honors is a way to show the Nation's deep gratitude to those who, in times of war and peace, have faithfully defended our country. This ceremonial paying of respect is the final demonstration a grateful Nation can provide to the veterans' families. This web site will provide the general public with information on Military Funeral Honors, as well as helpful links to related military and veterans issues web sites. In addition, the web site will also serve as a resource tool for our nation's funeral directors as they assist veterans' families in arranging for Military Funeral Honors.

Casualty Notification & Survivor's Assistance office

The Fort Sam Houston Casualty Assistance Center (CAC) provides assistance upon the death of any Active Duty Soldier, Retiree or Veteran. In the event of a Retiree death, contact the FSH CAC immediately. Ensure you have the following information available: Retirement date of the decedent, Date/place of death, and Retiree and spouse (if applicable) Social Security Numbers. Contact the CAC at (210) 221-0051/1780/1702. Upon reporting the death, you may obtain information on burial entitlements and arrangements for interment at the Fort Sam Houston or Houston National Cemeteries. The funeral home making arrangements will notify the CAC for burial honors per your request.

The FSH CAC is open Monday through Friday from 7:15 a.m. to 4:00 p.m.; after-duty hours call (210) 221-2087 or the JBSA FSH IOC (210) 221-2782.

The FSH CAC is committed to alleviating the impact of grief and providing expedient recovery support to survivors. The FSH CAC excels in honoring the faithful service of the nation's most precious resource: the Army Soldier, Retiree, and Veteran through an exceptionally managed military funeral honors (MFH) program. Contact the FSH CAC at (210) 221-1702 or -1780, if you wish to do preplanning on your military funeral honors in the local San Antonio area.

The FSH CAC is privileged to serve you.

Required Documents to Claim Death Benefits

- DD Form 214 or retirement orders
- Copy of marriage certificate
- Copy of death certificate
- Copy of birth certificates for dependent children (if applicable),
- Copy of divorce decrees or death certificates from previous marriages (if applicable, retiree and spouse)
- Receipts for Funeral Expenses



FORT SAM HOUSTON LEGAL ASSISTANCE

502 MSG/JA
2271 Reynolds Road
(Wilson Road between Brought Fitness Center and Main Post Chapel)
Fort Sam Houston, Texas 78234
DSN 420-0169 (210) 808-0169 Fax 808-0164

Hours of Operation:

Monday through Friday, 0800-1600
Notary / Power of Attorney services provided - no appointment necessary

Mondays, Wednesdays, & Friday
Legal Assistance by appointment only

Call during duty hours (0800-1630) to schedule appointments

Tuesdays, 0830-1030
Walk-in legal assistance (All valid ID Card Holders)

Thursdays, 0830-1030
Walk-in legal assistance (Active Duty Only)

Thursdays, 1400-1530
Will Executions

Services We Provide:

Wills / Powers of Attorney / Notary Services / Adoption / Casualty Affairs /
Landlord-Tenant / Veterans' Reemployment Rights / Consumer Affairs / Tax
Preparation Services

New handbook available for veterans, dependents, survivors

The 2012 edition of the Federal Benefits for Veterans, Dependents and Survivors is available online. Produced by the Department of Veterans Affairs, the handbook's chapters cover such topics as VA pensions, home loans, medals and records, special veterans groups, and other federal benefits. It also has a listing of VA facilities, plus links to helpful websites and a telephone directory. People can view the handbook by individual chapters and sections, or download the entire document, in English or Spanish, in .pdf format.

Visit www.va.gov/opa/publications/benefits_book.asp. (Courtesy of VA News)

VISITING FORT SAM HOUSTON

Please Remember No Cell Phone and Driving Permitted

A hands-free device is required when using a cell phone while driving on the installation. In the event you must use a cell phone and do not have a hands-free device, please pull over. This rule is strictly enforced by the Security Forces Squadron. Roadways are aggressively monitored by Security Forces personnel for any drivers using a cell phone without a hands-free device.

Fort Sam Houston Joint Base San Antonio Morale, Welfare and Recreation

Newsletter Subscriptions

The Quad — The Quad is an all-inclusive newsletter, providing patrons with the latest information on upcoming activities and events.

Send an email to usaf.jbsa.502-abw.mbx.502-fss-marketing@mail.mil, Address the subject line "Add Me" to receive your latest copy of the Quad.

Texas Department of Motor Vehicle

If you serve or have served in the U.S. Armed Forces, you can support your service by displaying military or veteran plates. You must have been honorably discharged if no longer a member of the service. The surviving spouse of a person who would be eligible for a military or veteran specialty license plates (except for Disabled Veteran plates due to ADA requirements) can continue to register one vehicle with the specialty license plate as long as the spouse remains unmarried. Additional guidelines, including fees, may vary per individual military or veteran plate. Website: http://www.txdmv.gov/wheretogo/regional_offices.htm to locate the nearest motor vehicle department.

CONTACT LISTING**Aquatic Center**

(210) 221-4887

Bldg 3300 Williams Rd

Armed Forces Family Action Plan

(210) 221-2705

Bldg 2797 Stanley Rd

Army Career and Alumni Program (ACAP)

(210) 221 - 1213

1706 Stanley Rd, Ste B099

Bowling Center

(210) 221-4740

Bldg 2521 Schofield Rd

Canyon Lake

(830)226-5357 or 226-5065

Camp Bullis Outdoor Recreation

(210) 295-2579, 295-7577

Equestrian Center

(210) 224-7207

Bldg 3550 26th St

Golf Club

(210) 221-5863

1050 Harry Wurzbach Rd

Harlequin Dinner Theatre

(210) 222-9694

Bldg 2652 Harney Rd

Jimmy Brought Fitness Center

(210) 221-1234

Bldg 320 Wilson Rd

Keith A. Campbell Memorial Library

(210) 221-4702

Bldg 1222 Harney Path

Outdoor Equipment Center

(210) 221-5225 or 221-5224

Bldg 1111 Forage Ave

Pool Centers**Indoor Pool**

(210) 221-1234

Bldg 320 Wilson Rd

Outdoor Pool

(210) 221-4887

Recreational Vehicle Park

(210) 221-5502

Bldg 3514 W W White Rd

Roadrunner Community Center

(210) 221-2705

Bldg 2797 Stanley Rd

Sam Houston Community Center

(210) 224-2721

Bldg 1395 Chaffee Rd

Soldier & Family Assistance Center

(210) 916-SFAC (7322)

Warrior Village, BAMC

Survivor Outreach Services

(210) 221-3787

Bldg 3387, Ste 95 Patch Rd

MWR Ticket Office

(210) 226-1663

Bldg 1395 Chaffee Rd

Veterinary Clinic

(210) 808-6101 or 808-6104

Bldg 2635 Schofield Rd

Victim Advocacy Assistance

(210) 722-4920

Bldg 2797 Stanley Rd

Warrior Family Support Center

(210) 916-8219

3628 Rawley E. Chambers

Youth Services & Sports

(210) 221-3502 or 221-5519

Bldg 1630 Watkins Blvd

Army lodging

1-800-462-7691

AF Lodging

1-888-AF LODGE/1-888-235-6343

Navy lodging

1-800-NAVY INN-1-800-628-9466

Armed Forces Vacation Club

1-800-724-9988

Army Emergency Relief

Retired Soldiers remain eligible for Army Emergency Relief assistance (AER) throughout their lifetime. Retirees include: those individuals retired for longevity, medical retirement and gray area retirees (Reserve components) who at age 60 commence drawing retired Army pay. Family member assistance must be approved by the Retiree. Surviving spouses of Soldiers, who died on active duty or after retiring, remain eligible for assistance provided they do not remarry.

For additional information please visit www.aerhq.org or call the Fort Sam Houston AER Office at 210-221-1612.

The TRICARE Retiree Dental Program (TRDP)

Provides enrollees advantages helping them to save money while taking care of their teeth. Having much of the cost of care offset by Delta Dental while retaining broad access to quality dental care, enrollees have the ability to decrease their copayment by an average of 22% when visiting a TRDP network dentist. The network offered by Delta Dental is made up of dentists in over 150,000 access locations nationwide who have agreed to accept reduced fees for treating TRDP patients. Lower agreed upon fees means that enrollees have smaller co-payments, less money deducted from their annual maximum, and more money left in their packet – all without having to compromise on the quality of their dental care. Besides agreeing with Delta Dental in advance to accept reduced fees for covered services, dentist who participate in the network also agree to provide other value added services that are designed to save enrollees time and money.

These services include:

- Adhering to Delta Dental's quality-of-care standards
- Submitting predeterminations of cost for more extensive treatment, at no charge
- Billing only for their applicable deductible and co-payment at the time of service
- Preparing and submitting all claims paperwork and related documentation
- Accepting payment directly from Delta Dental although it is to a TRDP enrollee's advantage to select a participating network dentist for treatment, Delta Dental Premier Dentists, who are considered non-TRDP network dentists, follow the same guidelines. Like participating TRDP network dentists, Delta Dental Premier Dentists follow the same guidelines. They will complete and submit claims related paperwork, adhere to Delta Dental's quality-of-care standards, and accept payment directly from Delta Dental. Unlike participating TRDP network dentists, however, a Delta Dental Premier Dentist may charge higher fees, and enrollees are responsible for the difference between the dentist's approved fee and the amount that TRDP allows for the service. Additional

information regarding TDRP network dentists or on how to take advantage of these savings is available at www.trdp.org or by calling 866-471-8944.

Greetings! Retirees, Spouses and Family Members.

I would like to take this opportunity to thank you all for your many contributions, sacrifices, and heroism to our Armed Services.

The opportunity to serve as your Retirement Services Officer is an Honor and Privilege. My primary goal is to provide each of you with "First Class" Service.

I look forward to meeting and assisting you.

Retirement Services Officer

JOINT BASE SAN ANTONIO FSH ID CARDS/DEERS



1704 Stanley Road, Building 367
Fort Sam Houston, TX 78234



Appointments Only No more walk-ins.

Hours of Operation:

Monday - Friday 0730-3:00 pm By Appointments Only
Office Closed on all Federal Holidays and Air Force Family Days.

(210) 221-0415/2278

<https://rapids-appointments.dmdc.osd.mil/>

Fort Sam Houston ID Card Appointment web site link

For Your Convenience...A Few ID Card Facility Locations

CITY	FACILITY	LOCATION	HOURS	PHONE #
Corpus Christi, Tx	PSD at NAS	Bldg 1730 10461 D. St Suite 108	MON-FRI 0730-1600	361-961-3848 Call Ahead
Corpus Christi, Tx	Corpus Christi Army Depot	Bldg 1260 E Street and Midway Street	Appointments	361-961-2728 Call Ahead
Kingsville, Tx	NAS Kingsville	738 Forrestal Street	MON-FRI 0730-1600	361-516-4728 Call Ahead
Houston, Tx	Ellington Field Joint Reserve Base	14555 Scholl Street	TUE-FRI 0800-1200	281-929-2860 Call Ahead
Houston, Tx	Army National Guard	15150 Westheimer Parkway	MON-FRI 0800-1600	512-782-6620 Call Ahead
Galveston, Tx	ACOE Bldg	3000 Fort Point Rd Room 120	TUE, WED, THUR 0830-1130 & 1230-1430	409-632-6738 Call Ahead
Austin, Round Rock, Georgetown Area	ID Cards Center, Camp Mabry	Bldg 34, 2200 W 35th St, Austin Tx	MON-SAT 0800-1800	512-782-6841/1142 Call Ahead