

CONTACTS & RESOURCES

MyPay - To manage pay information, leave and earnings statements, and W-2's visit the website at <https://www.mypay.dfas.mil>

Defense Enrollment Eligibility Reporting System (DEERS) Telephone Center - Call DEERS at 800-538-9552, Monday through Friday, excluding U.S. federal holidays.

Defense Finance and Accounting Service - The agency that pays military retirees and annuitants can be reached at 800-321-1080, or through AskDFAS online. Visit the [retired military and annuitants webpage](#) for more information about pay matters such as tax forms, pay verification, Direct Deposit, myPay and more.

Federal Long-Term Care Insurance Program - The program provides long-term care insurance to help pay for the costs of care you need if you can no longer perform everyday tasks (activities of daily living) by yourself because of chronic illness, injury, disability or the aging process. For assistance, call 800-LTC-FEDS (800-582-3337) or TTY 800-843-3557 to speak with a program consultant. You can also visit <https://www.ltcfeds.com>

Identification Cards - Call 800-525-0102 for location of the nearest issuing facility, or visit the [site locator](#)

Legal Offices - Assists members with preparing wills and powers of attorney, and answers certain legal questions. Visit the Air Force Legal Assistance website at <https://aflegalassistance.law.af.mil>

Medicare - 800-633-4227 or visit www.medicare.gov

Social Security Office - Call toll free 800-772-1213; commercial 410-965- 8019; or write to Social Security Administration, Office of Public Inquiries, Windsor Park Building, 6401 Security Blvd., Baltimore, MD 21235. Visit the [website](#) for more information.

TRICARE - If you have questions about your benefits, need to find a doctor, or want to book appointments, visit <https://www.tricare.mil>

TRICARE Mail-Order Pharmacy Program (Express Scripts, Inc.) - In the United States, call toll free 800-282-2881; or overseas, call 866-275-4732. Visit <https://www.express-scripts.com/TRICARE/index.shtml> for more information.

Veterans Affairs - For benefit inquiries call 800-827-1000; life insurance 800-669-8477; status of headstones and markers, 800-697-6947; special issues such as Gulf War/radiation/Agent Orange/Project Shad call 800-749-8387; GI Bill and education matters call 888-442-4551. Visit the website at www.va.gov

MyAirForceBenefits - Explains AF benefits for retirees and surviving spouses plus a benefits calculator. <https://www.myairforcebenefits.us.af.mil>

Military Crisis Line - For 27/7 confidential crisis support, please visit the Veterans Crisis Line website at www.VeteransCrisisLine.net or dial 988 then press 1. You can also text to 838255.

TIP OF THE DAY

TRICARE Uniform Formulary is a list of brand name and generic drugs and supplies that TRICARE covers. You can search the formulary to look up costs, quantity limits, authorization forms, status of your prescription, and expected copay. Call the DoD Formulary at 877-363-1303 or visit [TRICARE Formulary | Health.mil](#)

Frequently Asked Questions



Q: How do I change my mailing or email address to ensure receipt of DFAS correspondence?

A: Air & Space Force retired members and Survivor Benefit Plan annuitants should call the Defense Finance and Accounting Service (DFAS) at 800-321-1080 to change their correspondence address or email. Members with a myPay account can make the change online. The fax number is 800-469-6559 for retirees and 800-982-8459 for annuitants. The address is DFAS, US Military Retirement Pay, 8899 E 56th Street, Indianapolis IN, 46249, for retired members; and DFAS, US Military Annuitant Pay, 8899 E 56th Street, Indianapolis IN, 46249, for annuitants. See the Contacts & Resources page (8) for contact information on notifying DEERS, Medicare, TRICARE, the Social Security Administration, and other agencies as appropriate.

Q: How do I request my military personnel records?

A: Airmen retired before Oct. 1, 2004, should contact the National Personnel Records Center website at <https://www.archives.gov/personnel-records-center> or call 314-801-0800. Submit a Standard Form 180 or letter of request to National Archives at St. Louis, National Personnel Records Center (Military), 1 Archives Drive, St. Louis, MO 63138. Request letters must include the Airman's name, Social Security number, contact information and specific record requested. Those requesting a relative's record also need to provide their relationship to the former Airman. Airmen who retired on or after Oct 1, 2004, can request copies of records by submitting a Standard Form 180 or letter of request to AFPC, 550 C ST. W, JBSA-Randolph AFB TX 78150; fax 210-565-4021, or DSN 665-4021. Request letters must include the Airman's name, Social Security number, contact information and specific record requested. Those requesting a relative's record also need to provide their relationship to the former Airman.

Q: Can the AF Retiree Services office assist me with correcting personnel records?

A: The Retiree Services office **does NOT have access to personnel records and cannot make changes** to a member's record. To request a correction to your records, please either call the AFPC Total Force Service Center at 800-525-0102 or visit the AFPC website at <https://www.afpc.af.mil/Career-Management/Military-Personnel-Records/>

Q: How can I request a replacement Air Force award or decoration?

A: For a list of decorations and awards, to request replacement medals, or to contact the awards team, visit the AFPC Awards & Decorations website at: <https://www.afpc.af.mil/Career-Management/Decorations-and-Ribbons/>



www.retirees.af.mil