

## **RETIRED ACTIVITIES OFFICE (RAO)**

### **PURPOSE**

The RAO supports and enriches the lives of military retired personnel, their families and eligible former spouses of military retirees. The RAO serves as a liaison between local military retirees, organizations and agencies working to ensure retirees receive their benefits and entitlements earned for their military service. Those organizations and agencies include: Defense Finance Accounting Service (DFAS), Board for Correction of Naval Records (BCNR) and the Veterans Administration (VA).

The RAOs are primarily staffed by military retirees serving as volunteers. If you are interested in volunteering at a RAO, please contact the RAO nearest to you.

### **SERVICES PROVIDED**

- Entitlements
- Benefits
- Privileges
- Incapacitated/Dependent (Adult Child)
- Getting things in order checklist

### **Preparing the following claims and documents**

- Survivor Benefit Plan/Program (SBP) Counseling
- Retired Serviceman's Family Protection Plan (RSFPP)
- Reserve Component Survivor Benefit Plan (RC-SBP)
- Certificate of Eligibility (COE)
- Report of Existence (ROE)
- Death Benefits under the Civil Service Retirement System
- Veterans Affairs Dependency Indemnity Compensation (VA DIC)
- DFAS MyPay enrollment
- Change of address/direct deposit/beneficiary/state and federal tax withholdings
- Unpaid compensation
- Allotment changes
- Form authorizing withholdings of military retired or annuity pay received (IRS forms W-4/W-4P)

### **Legal referrals**

- Wills, trust, and probate
- Bankruptcy
- Family Law
- Uniformed Services Former Spouse Protection Act (USFSPA)
- Former spouse percentage of retired pay as determined by the "Brown's Formula"

### **Agencies supporting and providing military benefits and entitlements**

- CALVETS (California VA benefits & entitlements)
- National Personnel Records Center (NPRC) to request active duty service and medical records

### **Referrals**

- NRSW Military Funeral Honors
- Military Burial at Sea
- Navy and Marine Corps Relief Society (NMCRS)
- Social Security Administration (SSA)

Internal Revenue Service (IRS)  
Tax Preparation Assistance  
TRICARE, Medicare, Elder Abuse  
Navy Legal, Legal Aid Society Government Life Insurance  
U.S. Immigration & Naturalization Service

## RESOURCES

### Resource Contact Information

Mail Order Pharmacy	(877) 363-1303
TRICARE for Life (TCL)	(866) 773-0404
TRICARE Information Center	(877) 988-9378
NMCS D Customer Relations & Patient Relations	(619) 532-6418/6416
NMCS D Volunteer Coordinator	(619) 532-5040
NMCS D Health Benefits Advisors	(619) 532-8330/8329
Navy and Marine Corps Relief Society (NMCRS)	(619) 767-6800
Defense Enrollment Eligibility Reporting System (DEERS)	(800) 538-9552
Department of Veterans Affairs (VA)	(800) 827-1000
Defense Finance Accounting Service (DFAS)	(800) 321-1080
Office of Personnel Management (OPM) for Civil Service Employment/Annuitant Pay	(888) 767-6738
Social Security Administration (SSA)	(800) 772-1213
San Diego County Veterans Service Office	(858) 694-3222
Burial at Sea Program, Navy & Marine Corps Mortuary Affairs Office	(866) 787-0081
NRSW Military Funeral Honors	(800) 326-9631

### National Cemetery Administration

**1-800-MyVA411 (1-800-698-2411)**

### California National Cemeteries and California State Veterans Cemeteries (both open and closed)

Bakersfield National Cemetery	(661) 867-2250
California Central Coast Veterans Cemetery	(831) 393-9371
Fort Rosecrans National Cemetery	(619) 553-2084
Golden Gate National Cemetery	(650) 589-7737
Los Angeles National Cemetery	(310) 205-2597
Miramar National Cemetery	(858) 658-7360
Northern California Veterans Cemetery	(530) 396-2429
Riverside National Cemetery	(951) 653-8417
Sacramento Valley National Cemetery	(707) 693-2460
San Francisco National Cemetery	(650) 589-7737
San Joaquin Valley National Cemetery	(209) 854-1040

**Nationwide ID Lab Facilities (Your card expires when you turn 65!) Make an appointment at any ID office: <https://rapids-appointments.dmdc.osd.mil>**

- ID Lab Naval Base San Diego (32<sup>nd</sup> Street) (619) 556-9249
- ID Lab Naval Base Coronado (North Island) (619) 545-4738
- ID Lab Naval Base Point Loma (619) 524-5721
- ID Lab Marine Corp Recruit Depot (MCRD) (619) 524-8741
- ID Lab Naval Medical Center San Diego (NMCS D Balboa) (619) 532-6557