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NEVER STOP SERVING

MAR & APR Issue 2025

THE TRIBUTE

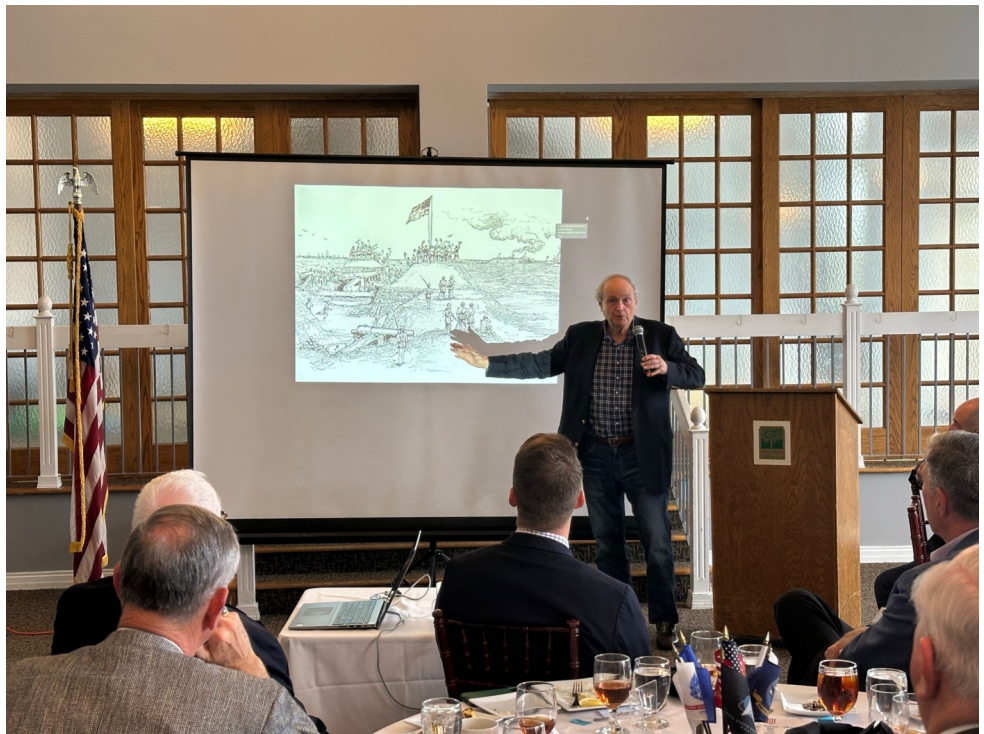
In honor of those who have sacrificed to keep our country free.



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HRC MOAA January Luncheon



Welcome to 2025! We started out the year with our January luncheon at Greenbrier Country Club. The luncheon was well attended and we had a very interesting presentation by Mr. Mike Cobb, director of Fort Wool historical site, who gave a lecture on the historical significance of Fort Wool in Hampton Roads.

[SEE CHAPTER LUNCHEON ON PAGE 10](#)

 Hampton Roads Chapter, Military Officers Association of America



Visit our website at www.hrcmoaa.org, to read the Electronic Newsletter, access Virginia Council of Chapters, MOAA National, Service Departments, Health and Benefit locations, U. S. Senators and Representatives and many others. If you do not have the Members Only "Password" please contact any of our Officers. The HRCMOAA Newsletter is published by the HR Chapter, which is an affiliate of the Military Officers Association of America (MOAA). MOAA and its affiliated chapters are nonpartisan. The advertisements that appear in this publication do not reflect an endorsement by MOAA or this affiliate."



President's Message

We held our first luncheon of the year at the Greenbrier Country Club in Chesapeake due to the unavailability of Atlantic Shores. The program on Fort Wool and its historical significance to Hampton Roads was very interesting and the luncheon was well attended. Unfortunately, the snow storm in our area forced the cancellation of our February luncheon but we are working to reschedule the Hampton Roads Bridge Tunnel expansion update for a luncheon later in the year. We are returning to the Magnolia Room at Atlantic Shores beginning in March and will be there for the remainder of our luncheon schedule this year.

In March, our speaker will be Virginia Beach Sheriff Rocky Holcomb. For April, attorney Scott Alperin will be speaking on estate planning (trusts, wills, etc.) to include an update on new laws that impact your estate planning. Spouse Appreciation month is in May and we are working on the program to show our appreciation for our spouses and surviving spouses. In June, we have confirmed Lt. Gen. Brian T. Kelly, USAF (Ret) as our speaker. Lt. Gen. Kelly is the President and Chief Executive Officer of MOAA. Please mark your calendars for these upcoming events and plan to attend.

Details for these upcoming luncheons and other events will be available on our chapter website (www.hrcmoaa.org). Be sure to check there often for the latest information and updates on future events.

This year the Virginia Peninsula Chapter of MOAA will be hosting our annual tri-chapter brunch (VIPMOAA, PACMOAA and HRCMOAA) on 13 July at the James River Country Club. **HOLD THIS DATE ON YOUR CALENDAR.** Details will be available in early summer.

Thank you to everyone who contributed to our Hampton Roads MOAA Scholarship Fund in 2024. Your generosity resulted in us exceeding our \$5,000 goal by \$272. This year (2025) is the third year of our five-year campaign for \$25,000. Our goal for 2025 is again \$5,000. Just twenty (20) members of the chapter contributed to the scholarship fund in 2024. This is our third five-year campaign, which the board felt was a worthwhile fund raiser to undertake. Please consider contributing to this year's campaign and help us to meet the goal.

Two key positions on the board remain vacant: Secretary and Treasurer. The acting Treasurer is looking for an assistant to train up to take over the duties later this year. The requirements of the position are impeccable honesty, attention to detail and a strong commitment to the chapter. Neither of these positions is particularly hard, but they do require that you attend the board meetings and the Treasurer generally needs to be at the luncheons for

[SEE PRESIDENT CONTINUED ON PAGE 4](#)

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CDR Bert Ortiz, USN (Ret.)

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MG John McLaren, USA (Ret.)

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Vacant

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Social Media Clicks



Facebook

Military Officers Association of America (MOAA) •
February 14 at 11:41 AM · 🌐

In the digital age, scams on the internet are all-too-common. Some servicemembers found this out first hand when their photos were used to trick thousands online.



MOAA.ORG
True Love, or Total Fraud? How Romance Scams Lure Troops, Vets, and Survivors
A billion-dollar web of fake profiles and false hope has more than its share of military-connect...

Military Officers Association of America (MOAA) •
February 10 at 10:20 AM · 🌐

Join MOAA as we partner with Consumer Cellular to discuss some of the challenges that come with aging, for you or a loved one, and tools that may be available to help.

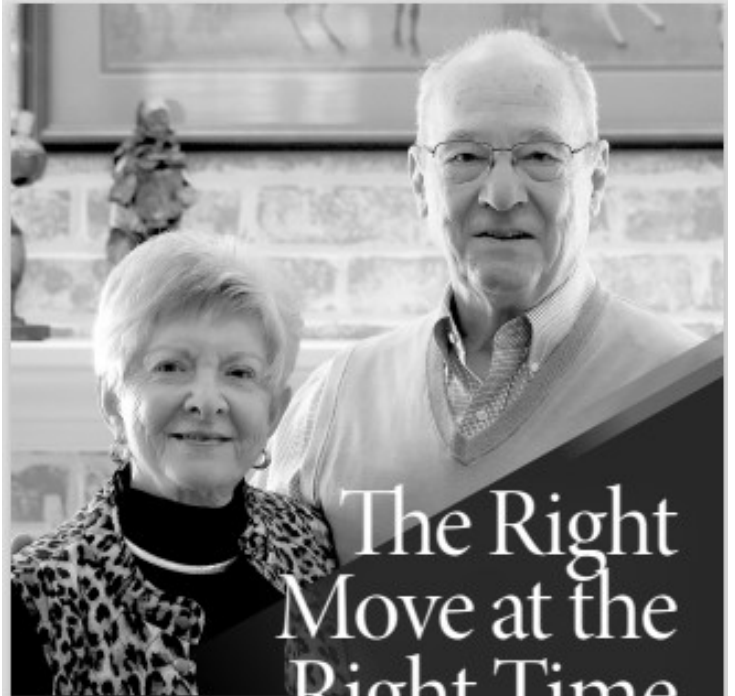


MOAA.ORG
Feb. 18 MOAA Webinar: What to Know About Caregiving Technologies
MOAA partners with Consumer Cellular to offer insight in this free online workshop. Register t...

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The Right Move at the Right Time

Bonnie and Wayne Jefferson (USAFA '59) decided on Patriots Colony At Williamsburg

Bonnie enjoys bridge and a Bible study group while Wayne tinkers with golf, a painting class and German club.

Patriots Colony is a Riverside Health System active retirement community whose Independent Living is exclusive to former military officers, federal civil employees and their spouses or widow(ers). Enjoy gourmet dining options, an enriching social and activities calendar while being close to all the culture of this historic area.

"When we moved in, it wasn't five minutes before our new neighbors brought us a bottle of wine. It's a great community."



PATRIOTS COLONY
At Williamsburg

Schedule Your Personal Tour Today
800-716-9000 | PatriotsColony.com



PRESIDENT CONTINUED FROM PAGE 2

the collections and payments associated with the event. No one is on their own in any of our board positions. The entire board pulls together to conduct the business of the chapter and plan chapter events. We are always in need of help to plan and execute chapter business and events and would welcome new ideas and support on the board. Please consider giving back to the chapter by stepping up to help in whatever capacity possible. Even if you aren't interested in an elected position, the chapter could use your help with one of our committees or with recruiting events throughout the year.

Sincerely,

Loren Heckelman
CAPT, USN (Ret.)
Naver Stop Serving

Thank you to our new and renewing chapter members.

In order to ensure you know how much we appreciate our new members who have joined and our current members who have renewed their membership, we are starting a new practice of listing those members who have renewed since the last newsletter was published. Since this is our first time doing this, we've included new and renewing members going back several months. If we missed anyone, please let our newsletter editor, Hans Juhl Hidle know at (hansjuhlhidle@gmail.com) and we'll be sure to include you in our next "Thank you" list.

RENEWALS

- Ms. Patricia Doss
- Ms. Linda Moore
- Colonel Carl Bess, Jr., USAF (Ret.)
- Captain Ken Golden, USN (Ret.)
- LCDR John Gossner, USN (Ret.)
- LCDR Richard Kessman, USN (Ret.)

NEW MEMBERS

None

SURVIVORS

What to Know About National Cemetery Burials



Servicemembers and veterans, and their spouses, are eligible for burial at national cemeteries. Also eligible are minor dependent children and, under certain conditions, unmarried adult children with disabilities. An eligible spouse and children may be buried in a national cemetery even if they predecease the veteran.



If you or a loved one are considering burial in a national cemetery, here are three helpful considerations:

Locate the nearest cemetery. The VA operates 156 national cemeteries in 42 states and Puerto Rico. However, not every state has a VA cemetery. To find a cemetery close to you, visit <https://gravelocator.cem.va.gov>.

Plan ahead. Make an emotional and stressful time less difficult by completing arrangements in advance. Learn more about the pre-need eligibility determination process, and fill out forms online. Other needed documents, such as a DD Form 214 or other separation documents, can be requested online.

Know your resources. You can learn more about VA burial benefits from local VA national cemetery offices, [the National Cemetery Administration](#), and VA regional offices, toll-free at (800) 827-1000.



UPCOMING Events

March Luncheon

March 21st, 2025: Atlantic Shores—Magnolia Room Atlantic Shore Drive, Virginia Beach, VA 23454. Social—1100 hours and Lunch—1200 hours. Speaker: Virginia Beach Sheriff Rocky Holcomb. Reservations required NLT 1200 hours Tuesday, March 18, 2024. Please RSVP to Barb Smith: 576-1114 (cell) or via e-mail at carmelk123@gmail.com. **Remember please, that a reservation made is a reservation paid.**

April Luncheon

April 25th, 2025: Atlantic Shores—Magnolia Room Atlantic Shore Drive, Virginia Beach, VA 23454. Social—1100 hours and Lunch—1200 hours. Speaker: Scott Alperin—Alperin Law PLLC. Reservations required NLT 1200 hours Tuesday, April 22, 2024. Please RSVP to Barb Smith: 576-1114 (cell) or via e-mail at carmelk123@gmail.com. **Remember please, that a reservation made is a reservation paid.**

May Luncheon

May 16th, 2025: Atlantic Shores—Magnolia Room Atlantic Shore Drive, Virginia Beach, VA 23454. Social—1100 hours and Lunch—1200 hours. Speaker: TBD. Reservations required NLT 1200 hours Tuesday, May 13, 2024. Please RSVP to Barb Smith: 576-1114 (cell) or via e-mail at carmelk123@gmail.com. **Remember please, that a reservation made is a reservation paid.**

Chapter Member Events



On 10 January 2025, Major General John McLaren from HRCMOAA presented Gold Bars on behalf of the Chapter to 2LT George Kamu and 2LT Lauren Camp at Old Dominion University. These two new Army Lieutenants began their Army careers in defense of our Nation with our best wishes for success.



Nourishing Your Heart

Recent research shows that factors like your housing situation, environment and access to resources can influence your heart health. Access to health care, stress levels, availability of grocery stores with healthy options and local attitudes toward healthy behaviors all play a role in your ability to maintain a heart-healthy lifestyle.



While it's not always possible to control where you live, VA can help identify and implement changes you can make in your daily habits to support your heart health.

Key lifestyle adjustments

Here are some key lifestyle adjustments to focus on:
Follow a healthy eating plan. Include plenty of fruits, vegetables, whole grains, low-fat dairy and lean proteins in your diet. Heart-healthy fats, like those found in avocados, nuts and olive oil can help lower unhealthy cholesterol levels.

Increase your movement. Regular physical activity improves heart function and helps maintain a healthy weight. Avoid tobacco products. Smoking is a major risk factor for heart disease and can damage your blood vessels over time. Prioritize sleep. Aim for 7-9 hours each night, as quality sleep helps regulate stress hormones and blood pressure.

Speak to your health care provider about checking your blood pressure, blood glucose and cholesterol levels regularly.
Improving options

If access to healthy food is a challenge, there are ways to improve your options. Consider shopping at local farmers' markets for fresh, affordable produce. The Seniors Farmers Market Nutrition Program is designed to provide low-income seniors with access to locally grown fruits, vegetables, honey and herbs.

- Many communities have programs that bring healthy foods directly to underserved areas, such as mobile food markets or community-supported agriculture subscriptions.
- Online grocery services or delivery programs can be another way to get fresh and healthy ingredients if transportation is limited.

VA can help connect Veterans with resources to access nutritious and affordable food. VA facilities across the country also offer Healthy Teaching Kitchen programs which teach Veterans about food, nutrition, and how to make healthy and delicious foods.

Visit the Healthy Teaching Kitchen YouTube Channel to watch video recipes. If you're interested in learning about a heart-healthy diet or any other nutrition related topic, contact your local VA to speak with a registered dietitian.

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TAPS

Your Hampton Roads Chapter is saddened by the news of the passing of chapter member

Major Chris Mulholland, USMC (Ret).

New Changes for Sign In to Veteran's Data

Jan. 28 was Data Privacy Day, which marks the importance of safeguarding personal information online and preparing for sign-in changes.



VA is committed to ensuring Veteran information is protected and that our technologies meet modern security standards. That is why two major changes are coming to how Veterans, caregivers and beneficiaries sign in to VA websites and apps this year.

Upcoming changes:

After Jan. 31, 2025, Veterans won't be able to sign in to VA.gov, VA apps or other VA online services with a My HealtheVet user ID and password. After Sept. 30, 2025, Veterans won't be able to sign in with a DS Logon username and password.

Veterans will have two sign-in account options:

a Login.gov or ID.me account. Veterans can use their account to sign in to VA.gov, VA apps and any other VA online service they use to manage their VA benefits and care.

Simple and secure

VA is moving to a more modern, refined sign-in experience in 2025 to:

- Reduce the number of sign-in options Veterans need to choose from—just as Veterans have asked us to do. Over several years, Veterans have said that they want fewer account options. And they want to be able to use their chosen sign-in account to access all of their VA benefits and care.
- Continue to protect all Veterans' information and benefits. Identity theft and related medical identity theft are serious issues that can cause severe financial hardship and disruption in medical care for Veterans and their families. In 2023, the Federal Trade Commission received more than 1 million reports of identity theft. That same year, Veterans and military retirees also reported to the FTC \$350 million in losses to fraud.
- Meet the latest federal standards for modern account security. VA is required by federal policy to help all Veterans begin using a sign-in account that meets modern security standards. VA is also required to simplify the sign-in experience for Veterans. Login.gov and ID.me help to meet both these requirements.

Login.gov and ID.me also use multifactor authentication, an extra layer of protection to ensure that it's the Veteran trying to use their sign-in account and not someone pretending to be them.

How to prepare:

For Data Privacy Day and beyond, take action to secure your personal data.

If you use DS Logon or the My HealtheVet user ID and password to sign in to My HealtheVet, you'll need to switch to using a Login.gov or ID.me account. With Login.gov or ID.me, you'll have access to all the same information and services you use today.

For more information about how to make a Login.gov or ID.me account, go to the [Creating an account for VA.gov](#) page; for more information about online security, go to the [How To Protect Your Identity and Your VA Benefits From Scammers](#) page.



Real IDs required by May 2025

Beginning in May of this year, all U.S. travelers will be required to have the official document, known as a Real ID, on hand when traveling domestically by air. As an alternative, they may carry their passports with them.

What is a Real ID?

The Real ID Act, passed by Congress in 2005, establishes minimum security standards for state-issued driver's licenses, permits, and ID cards. It's designed to reduce identity fraud, as it also prohibits Transportation Security Administration (TSA) personnel from accepting cards that don't meet the new minimum standards, according to the DHS.

Who needs one?

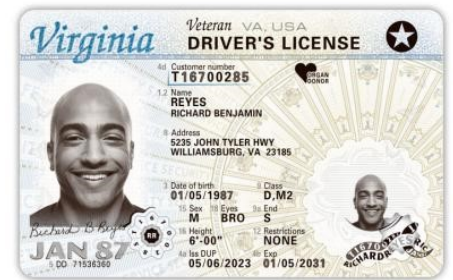
Any traveler who is 18 years or older who plans to fly domestically or visit certain federal facilities will require a Real ID, or an alternative acceptable form of identification, such as a passport. Beginning May 7, 2025, TSA will only accept Real ID cards with the compliant star marking. A handful of states including Washington, Michigan, Minnesota, New York and Vermont are issuing Enhanced Driver's Licenses (EDL) with a flag marking.

Do I have a Real ID?

All Real IDs have a star marking in their top right corner. If you recently renewed your driver's license, it could be an Enhanced Driver's License, or EDL, which also meets Real ID standards. Check the top right corner of your license for an American flag, indicating it is Real ID-compliant. If it doesn't have the stamp, it is not in compliance with the act.

How much does it cost?

There is no additional fee for a Real ID, but standard DMV processing fees do apply. Getting an enhanced ID costs \$30.



Military ID Card Notification Program

This voluntary program is designed to help Chapter members and their dependent's to renew their ID cards in a timely fashion. Once you and your dependents are enrolled, you will be notified of your impending ID card expiration date in sufficient time for renewal prior to the expiration date.

To enroll by mail: make copies of the form below for each dependent and fill out the required information. Mail to Military ID Card Notification Program, HRCMOAA, PO Box 4612, Virginia Beach, VA 23454-0612.

To enroll by email: visit our website, www.hrcmoaa.org and click on About Our Chapter and the ID Card Notification Program link and follow the instructions.

Note: Over age 75 members, who are eligible uniform family members and survivors of deceased personnel are now eligible for Permanent Identification Cards. Apply within 90 days of expiration of current ID card.

PLEASE PRINT LEGIBLY---PLEASE USE A SEPARATE FORM FOR EACH INDIVIDUAL
(Cut along dotted line)

Name: _____ ID CARD EXPIRE _____
(Last, First, MI) (Day, Month, Year)

STREET ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE: _____ E-MAIL _____
(Include area code)

ALTERNATE CONTACT: _____
RELATIONSHIP _____

STREET ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE (include area code): _____
E-MAIL _____

Please notify me of my ID card expiration by:
Tel: _____ E-Mail _____ Mail _____

Signature and Date



New Five-Year Scholarship Fund Campaign Update

Great news on our 2024 annual goal! There was a contribution made in mid-December that didn't get processed by MOAA until after they sent the December 31, 2024 status report. With that contribution, our 2024 contributions exceeded our 2024 goal by \$272.60. Below is the final status of our chapter scholarship fund campaign as of December 31, 2024 for calendar year 2024 and for the five-year campaign that will cover 2023 – 2027. Thank you to everyone who contributed to help us meet the annual goal.

HRCMOAA Scholarship Drive Status as of December 31, 2024	<u>GOAL</u>	<u>Amount Contributed</u>	<u>% of Goal</u>	<u>Need by Date</u>	<u>\$ Still Needed</u>
	Total 5-Year Goal: \$25,000	\$8,877.60	35.5%	12/31/2027	\$16,122.40
	Annual Goal for 2024 (Year 2 of 5): \$5,000	\$5,272.60	105.5%	12/31/2024	0

2024 Contributions

PLATINUM— \$500 and above

CAPT Roger Blood, USN (Ret.)

Colonel Merlin Statzer, USMC (Ret.)

CDR George Coker, USN (Ret.)

CDR Daniel Edwards, USN (Ret.)

CDR Roberto Ortiz, USN (Ret.)

CAPT Doug Williams, USN (Ret.)

GOLD— \$250 to \$499

CAPT Loren Heckelman, USN (Ret.)

CAPT Kenneth Marks, USN (Ret.)

Major & Mrs. Clifton Furedy, USAF (Ret.)

LCDR Daryl Holland, USN (Ret.)

CAPT and Mrs. James V Daniels, USN (Ret.)

SILVER— \$100 to \$249

COL Jack Hilgers, USMC (Ret.)

CAPT Stephen Nowak, USN (Ret.)

CDR Carl Thoren, USN (Ret.)

LT & Mrs. Hans P. Juhl Hidle, USN (Ret.)

LT Stephen Hackney, USN (Ret.)

BRONZE— Under \$100

CAPT James V. Daniels, USN (Ret.)

COL Charles Shaver, USA (Ret.)

LCDR Eddie Seaton, USN (Ret.)

Mrs. Sharron D'Angelo

LtCol William McEvoy, USMC (Ret.)

Current Five-Year Campaign began January 1, 2023 and runs through December 31, 2027

The MOAA Scholarship Fund Board gives preference in awarding scholarships and grants to children with HRCMOAA member parents. While not guaranteed to go to the child of a chapter member, those children applying for MOAA scholarships with a parent who is a chapter member will receive favorable consideration and the review board will give preference in awarding scholarships to those children. Regardless of whether the student's parent is a chapter member or not, students selected for the MOAA scholarships in the chapter's name will always be from the area represented by our Hampton Roads Chapter.



How You Can Contribute to the Hampton Roads Chapter Scholarship Fund

The Hampton Roads Chapter has been very successful and fortunate in its previous two five-year scholarship fund campaigns thanks to the generosity of the chapter members and their commitment to helping young men and women attend college through scholarships and grants from MOAA. As a result of the success in the previous two campaigns, the board decided to commission another five-year scholarship fund campaign to run from 2023 through 2027 with an annual goal in each year of \$5,000.00 and an overall five-year goal of \$25,000.00. There are several ways you can donate to the HRCMOAA scholarship fund. All donations are tax deductible as the MOAA Scholarship Fund is a qualified IRS 501(c)(3) entity. The first way is for members to submit their donations online by using the following website URL: <https://charities.moaa.org/>

The second way is to submit a check, made out to the MOAA Scholarship Fund and mail it to:
 MOAA Scholarship Fund
 P.O. Box 1824
 Merrifield, VA 22116-9917

Note on your check that it is for the Hampton Roads Chapter Scholarship Fund. MOAA will continue to send receipts to all contributors. A third way is to make a Qualified Charitable Distribution. The fund tax identification number is 54-1659039. By contributing from the Required Minimum Distribution (RMD) of a qualified IRA, the taxable IRA income can be reduced by the amount of the contribution. The contribution check must be marked as a charitable contribution. With the recent changes in the tax laws, some of our members have found this method to be beneficial. You can make qualified charitable distributions (QCDs) of varying amounts to more than one charitable organization each year. IRA owners age 70 ½ or older can give up to \$100,000 a year directly from their IRA to qualified charities. But you can split that amount among multiple charities. Say you want to give a total of \$50,000 through the QCD move. You could give five charities \$10,000 each, for instance, or two charities \$25,000 each. Just tell your custodian which charities you want to support and how much to transfer directly from your IRA.

Not only will the charity benefit from the QCDs, but you will too. The QCD amount is excluded from your taxable income and can also count toward your annual required minimum distribution. It’s a win-win-win. For additional details, it would be best to contact your IRA fund manager, personal financial planner or tax accountant for specifics.

You also may contribute directly from bequests, wills, or trusts. You can find suggested language here: <https://www.moaa.org/content/about-moaa/scholarship-fund/scholarship-fund-planned-giving/> Finally, the chapter treasurer or president will accept cash contributions or checks at any of our chapter events.

2024 SCHOLARSHIP FROM PAGE 9



Ms Barb Smith was installed as a board director at our January chapter luncheon.

Barb is returning to her role as Surviving Spouse Liaison and will be assisted by Ms. Carol Tippin.





Chapter Membership or Renewal Application
Army • Marine Corps • Navy • Air Force • Space Force • Coast Guard • Public Health Service
National Oceanic and Atmospheric Administration
Join or Renew on-line: www.hrcmoaa.org/join.shtml

Hampton Roads Chapter MOAA
P.O. Box 4612
Virginia Beach, VA 23454-0612

Make checks payable to HRCMOAA

Table with 2 columns: Regular Dues (1 Year: \$20.00, 2 Years: \$35.00, 3 Years: \$45.00) and Surviving Spouse Dues (1 Year: \$10.00, 2 Years: \$17.00, 3 Years: \$23.00). Includes 'NEW RENEWAL' and 'Circle years & amount'.

Regular Member: Active, Reserve, Retired or Former Commissioned or Warrant Officer of the eight Uniformed Services.

Surviving Spouse: Survivor of any deceased individual who would, if living, be eligible for regular membership.

Please print (If renewing, enter only your name and information that has changed)

Date MM/DD/YYYY Recruiter

Name** Last, First, Middle or Initial Date of birth MM/DD/YYYY

Grade Service Component (Ex: USAR, USMCR, USAFR, USNR, ANG, ARNG)

Status Active - Reserve - Retired - Former - Surviving Spouse Service Dates MM/YY to MM/YY Retired Date MM/DD/YYYY

Spouse's Name Last, First, Middle or Initial

E-mail address Spouse's Date of birth MM/DD/YYYY

Mailing Address Number and Street, City, State, Zip code

Home Phone Work Phone Cell Phone

Member of National MOAA? Yes No If Yes, MOAA Number** MOAA Life Member? Yes No

Not a National MOAA member yet? Check here to receive a BASIC National Membership at no cost to you

Enclosed is \$ in dues payment

** Surviving spouse enter your Name and MOAA Number, where indicated.

Signature

Click on the above form to renew online (or print and mail)

From the Editor



Hans Peter Juhl Hidle, LT USN (Ret.)

It's that time, what time is that, Hans. It's time to celebrate 60 laps around the sun or the fact that I am getting old(er). Yes, I am celebrating it by taking the BOSS on a cruise of the Caribbean, which is the first of two vacations planned for this year. Should have a photo from that in the next newsletter.

From Jim, our go to guy for all things ID related, he reports that your new military ID is a substitute for a REAL ID. I would recommend you get both. Beyond the \$30 cost, the appointment was easy to set up and didn't take long at all. If you plan on travelling a lot, also invest in TSA Pre-check to avoid the long lines.

As I am getting older, I have discovered that pizza and a beverage is no longer a proper diet. On page 6, is an introduction to improving your diet going forward. Yes, it's a lot of rainbow colored vegetables, which if you do it right can be just as flavor filled as bad choices. Luckily, I have a BOSS who really knows how to cook, or gives me really good directions on what I need to do to cook our food.

By the time you read this, and I know that you read our newsletter from cover to cover, we will be in spring after having weathered a couple of last minute

snow showers making our lives a little more interesting. Find anything newsworthy, send it my way at hansjuhlhidle@gmail.com

Sincerely, Hans



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MAR / APR 2025

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MEMBERSHIP ALERT

If the date on your mailing label shows 2025, your membership expires on December 31, 2025. Please complete the membership renewal form on page 11. You may contact COL Larry King, USMC-Ret. at (757) 650-1086, Membership Chair. Rather than recycling your newsletter, please consider sharing your copy with a prospective member.



VA**U.S. Department
of Veterans Affairs**

VA's Claim Status Tool allows Veterans to view the status of their VA claims online using their VA.gov login. This tool displays which claims are in process and identifies any actions Veterans need to take. It also gives Veterans the ability to review recent claim activity.

Claim Status Tool enhancements

VA recently enhanced the Claim Status Tool to improve your digital, self-service experience. The tool now shows a breakdown of the eight-step disability claims process, making it easier to understand where your claim currently is. The steps include:

- Step 1: Claim received
 - VA receives your claim in its system.
 - Step 2: Initial review
 - VA reviews your claim for basic information (e.g., name, Social Security Number).
 - Step 3: Evidence gathering
 - VA reviews your claim to ensure it contains all necessary information. VA may ask for more evidence at this step of the claims process. Additional evidence could include a claim-related medical exam or medical records from a VA or non-VA provider.
 - Step 4: Evidence review
 - VA reviews all collected evidence for a claim.
 - Step 5: Rating
 - VA decides your claim and determines the disability rating.
 - Step 6: Preparing decision letter
 - VA prepares the decision letter. Though this letter cannot be viewed in VA.gov until Step 8, it will identify if you are eligible for additional benefits. This letter will include details such as disability ratings, amount of monthly payments and when payments begin.
 - Step 7: Final review
 - A senior reviewer from VA will conduct a final review of the claim and decision letter.
 - Step 8: Decision letter available

You can view and download your decision letter for the claim on the Status page of the Claim Status Tool.

More about the Claim Status Tool

The Claim Status Tool contains three main tabs:

- Status: The Status tab tells you what actions you can take to support your claim and lists requests for third parties.
- Files: The Files tab displays information requests to you, a button for uploading files and a list of supporting documents you have submitted to VA.
- Overview: The Overview tab provides you with a description of the claims process, spotlights each step, and explains the process may return to a previous step if more information is needed.

You no longer have to contact a call center or regional office for claims information. The claim status tool allows you to access important claim information when you need it. This tool is another step forward in VBA's ongoing mission to support Veterans and their families. To learn more about using the claim status tool, please visit [the Claims Status page](http://www.va.gov/claim-or-appeal-status/) (<http://www.va.gov/claim-or-appeal-status/>)





Transition to Digital Prescriptions

E-prescriptions are safer and quicker to process than hard copy (paper) prescriptions. Naval Medical Center Portsmouth Pharmacy will soon transition to only accepting E-prescriptions.

What this means for you, our patrons:

As of 3 January 2023, hard copy (paper) prescriptions will no longer be accepted at Naval Medical Center Portsmouth or its Branch and TRICARE Prime Pharmacies.

Hard copy (paper) prescriptions for controlled substances will be accepted through 1 February 2023

Please share this information with all of your healthcare providers.

Starting 3 January 2023, all non-controlled prescriptions must be sent electronically from your Doctor's office.

The Doctor's office can E-prescribe to our pharmacy at:

- DoD PORTS VA NMC ePhcy (Pharmacy NCPDP/NPI Number is 4845371/1548673205)
- We will only accept hard copy (paper) prescriptions for controlled substances until 1 February 2023 at which point, all prescriptions must be submitted electronically.
- Before presenting to the Pharmacy to pick up your medications, activate your new or renewed prescription by texting "get in line" to 1-833-217-2199.

Please ask any pharmacy staff member for clarification or additional information.



Q-Anywhere

New Prescription Activation by Text



It's easy to activate your new prescriptions at the pharmacy by text using the Q-Anywhere system.

Just follow these 10 steps.

Step 1 – Just text the words “get in line” to **833-217-2199**.

Step 2 – The system will ask for the 10-digit DoD Id number for the patient receiving the medication.

Step 3 – Enter the DoD ID Number - found on the patients ID or in DEERS.

Step 4 – The system will verify who the prescription is for.

Step 5 – Reply “edit” if the information needs to be changed. Reply “done” if it is correct. Or add an additional patients DoD ID if you are activating prescriptions for multiple patients.

Step 6 – The system will ask you to select the pharmacy you would like to pick up your prescription from.

Step 7 – Once you choose you will receive a confirmation and a Q-number for your prescription.

Step 8 – If there is a problem or question regarding your request, a pharmacy representative may reach out to you via phone or via text for clarification.

Step 9 – You will receive a text when your prescription is ready to pick up. Please do not report to the pharmacy until you receive this text.

Simply text “I am here” when you arrive at the pharmacy you chose that day.

If you are returning any day within the following 14 days, you will need to check in at the kiosk and get a Return for Pickup ticket.

Step 10 – The system will send you a message acknowledging your arrival. When it is your turn to be served, your Q-number will then be called to a pharmacy window.

Activate your prescription from anywhere

Pick them up when they are ready

January 6, 2023



MILITARY HEALTH SYSTEM **MHS GENESIS**

**You can now request prescription
REFILLS online**

*Through the MHS GENESIS
Patient Portal*



To access the MHS GENESIS
Patient Portal, visit
patientportal.mhsgenesis.health.mil
or scan this QR code.
(CAC or DS Logon Required)

Log in to your account and look for the
Rx Refills tab.

