

The following information is provided to assist our members in their time of need, whether it be for a surviving spouse or family, or some other emergency when a helping friend would be appreciated.

Assemble Readily Available Documentation

- Death Certificate (10-15 copies)
- Documents demonstrating separation from military service
 - o DD Form 214 (if not available, call National Personnel Records Center, 1-314-801-0800)
 - o Retirement Orders
- Birth Certificate
- Marriage Certificate
- Divorce Decree
- Changes in Name

Consider contacting Service Associations for spousal/next-of-kin assistance-

- Army and Air Force Mutual Aid Association
800-336-6011 or 703-522-3060
www.aafmaa.com
- Navy Mutual Aid Association
800-628-6011 or 703-614-1638
www.navymutual.org

Seek assistance from Retired Service Officer, Retired Activity Officer/Survival Assistance Officer/ Chaplain/Judge Advocate General Office/ID Card Issue at nearby Military Installations:

- Army-Ft. Eustis...757-878-1212 (Operator)
- Air Force-Langley Air Force Base.....757-764-9990 (Operator)
- Navy-Norfolk Naval Station....757-444-0000 (Operator)
- Marines-Little Creek Naval Amphibious Base....757-444-0000 (Operator)
- Coast Guard-Yorktown Coast Guard Training Center....757-898-3500 (Operator)

Understand finance benefits and discontinue member retirement pay:

- Defense Finance and Accounting.....800-321-1080; www.dod.mil/dfas

Resolve Health Care benefits assignment and update survivor personal information:

- Tricare-For-Life/Beneficiary Counseling & Assistance Coordinator....1-866-773-0404
- Tricare Claims.....1-866-773-0404
- Tricare Pharmacy....1-866-363-8776; www.tricare.mil/pharmacy/tmop.cfm
- Tricare Retiree Dental.....1-888-838-8737; www.trdp.org
- DEERS....medical records 1-800-538-9552; www.dmdc.osd.mil
- Express Scripts....prescription meds 1-877-363-1303 www.express-scripts.com

Veterans' Service Organizations (National Directory)

- American Legion.....1-202-861-2700; www.legion.org
- Disabled American Veterans....1-202-554-3501; www.dav.org
- Veterans of Foreign Wars.....1-816-756-3390; www.vfw.org

If the member had participated in the Survivor Benefit Program or Retired Serviceman's Family Protection Plan, the appropriate service office must be notified of the member's death to start the annuity program:

- Army, Navy, Marine Corps and Air Force.....800-321-1080

- US Coast Guard and NOAA.....800-772-8724
- US Public Health Service.....800-638-8744

If the member had participated in the Reserve Component Survivor Benefit Program, the appropriate service office must be notified of the member's death to start the annuity program:

- Army.....800-318-5298
- Marine Corps.....800-336-4649
- Navy.....800-535-2699
- Air Force.....303-676-6576
- Coast Guard.....800-772-8724

Contact Department of Veterans Affairs for death due to service-connected causes, application for burial benefits (such as headstone and burial expense entitlement), Dependence and Indemnity Compensation (DIC), Veterans Health Administration, facility listings and gravesite locator. 800-827-1000 www.va.gov

- If a participant in any of the VA insurance programs, (SGLI, VGLI, NSLI, USGLI, etc) call 800-669-8477. Have policy numbers available, if possible.
- Presidential Memorial Certificates may be applied for at www.cem.va.gov/pmc.asp

Notify the Social Security Administration for survivor benefits, death benefit and optimizing monthly survivor compensation at 800-772-1213, www.ssa.gov.

If deceased was a member of the Civil Service or Federal Employee Retirement System (CSRS or FERS), notify the Office of Personnel Management at 724-794-2005.

Consider Military Burials in one of the following:

- Cemeteries
 - o Arlington National 703-607-8585
 - o VA National Cemetery (http://gravelocator.cem.va.gov/j2ee/servlet/NGL_v1)
 - o VA State Cemetery
- Burial
 - o At Sea (1-866-787-0081)
 - o Internment
 - o Funeral Honors
 - Next-of-kin **must** request the honors
 - Funeral Director **must** contact DoD (1-877-645-4667)
 - Minimum honors authorized, when available
 - Two uniformed Armed Forces members
 - One from the service of the deceased
 - Fold and present American Flag
 - Ceremonial Bugle or Recording of Taps if Bugler is unavailable

For extensive printed resources and survivor assistance counseling for MOAA members' surviving spouse and next-of-kin:

- Benefits Information.....800-234-6622; www.moaa.org