

# \*\*\* U.S. Military Retiree Benefits Checklist \*\*\*

· March 1, 2012 ·

· **Retiree Activities Office (RAO)** ·

**Headquarters, Joint United States Military Advisory Group, Thailand**

(The appearance of hyperlinks does not constitute endorsement by the U.S. Department of Defense or the information, products or services contained therein.)

## · Foreword ·

This checklist pertains to certain Federal Benefits and Entitlements as well as to Survivor Assistance Preparation. Even though many of the questions contained herein seem intuitively obvious, experience dictates to ask them. See Section “L” for agency web and contact information. For more information, please visit our RAO webpage at: <http://www.jusmagthai.com/rao.html>.

## · Do You and/or Your Dependents Have or Know the Following? ·

**Original Copies or Copies Certified by the Originator (as applicable):** Certificates of family member’s Birth, Adoption, Naturalization, Marriage/Divorce (current marriage & any/all previous Divorce for both Sponsor & Spouse), and Death (previous spouses). [Military Records \(DD-214s\)](#). DFAS Retiree Account Statement (RAS). IRS 1099-R (DFAS, OPM, SSA). Last year’s IRS 1040 with income documents. Bank Statements. Unreimbursed health care claims. Insurance Policies. VA Letter of Award. [Civil Service Records \(OPM\)](#). Military ID Cards (e.g. DD-2, DD-1173). Family Passports. Association Membership Records. [Living Will](#). [Last Will & Testament](#). [Letter of Instruction](#) (LOI). Cover Letter explaining your *particulars* that will aid survivor assistance?

1. If you’re in a committed, undocumented relationship with a domestic companion, do you know of the U.S. Government benefits they may be eligible to receive if they were your **legal** spouse?
2. Does your legal spouse know about their potential U.S. Benefits as your widow/widower?
3. Does your legal spouse have a Birth Certificate [2]? Presuming legal spouse is a Thai female, she will need three documents (over five years old) proving Date of Birth. [Thai Amphur](#).
4. **Legal Assistance Information - U.S. Armed Forces [13]**.

### **A. Defense Finance and Accounting Service (DFAS) - Military Retirement Pay.**

· Web: <http://www.dfas.mil/dfas/retiredmilitary.html> / <https://mypay.dfas.mil/mypay.aspx>

1. Do you receive pay annually from DFAS?
2. Do you have a [MyPay](#) Log-in?
3. Have you given DFAS your **current** correspondence address? (Must separately update DEERS.)
4. Do you receive annually from DFAS your Form 1099-R (Tax Information) and Retiree Account Statement (RAS)? (Monthly, if receiving an eRAS.)
5. Are you receiving DFAS’ and your Military Service’s retiree newsletter (via mail or email)?
6. Who have you designated to receive your [Arrears of Pay](#) upon your death? (It’s on your RAS.)
7. If you or your spouse opted for the [Survivor Benefit Plan](#):
  - If you are divorced or she is deceased, have you stopped paying the premiums? (Divorced: Unless your Ex is receiving Former Spouse SBP--sometimes court-ordered.)

- Do you know that the Supplemental Premium for SBP (SSBP) has been canceled?
  - Do you know about the end of “Two-tier” SBP?
  - Do you know that if you are over age 70 and have been paying SBP premiums for over 30 Years, premiums will stop?
  - Web: <http://militarypay.defense.gov/survivor/sbp/index.html>
8. Did you know that if your spouse is entitled to both [SBP & DIC](#) she'll receive an added \$50/Mo?

## **B. Defense Enrollment Eligibility Reporting System (DEERS).**

- Web: <https://www.dmdc.osd.mil/appj/deerswebsite/home.do>
1. Do your legal Spouse and Children have DoD ID Cards (DD-1173)?
  2. Have you updated or re-verified yourself and family members in DEERS in the last four years?
  3. Are your family member DoD ID Cards current? (Expire every 4 years & at the holder's age 65)
  4. Have you updated your *current* residence and/or correspondence address? (Also see “A-3”.)
  5. Under Age 65: On your DoD ID is the MEDICAL CIVILIAN, EXP DATE your 65th birthday?
  6. Two Months Prior to Age 65: Have you received a DEERS letter on [TRICARE For Life](#) (TFL)?
  7. Age 65: If you and your spouse are now TFL, is that information on your DoD ID Cards?
  8. Over Age 65: On **your** DoD ID Card is the MEDICAL, CIVILIAN, EXP DATE “INDEF”?
  9. Over Age 65: On your family member's DoD ID Card is the MEDICAL, CIVILIAN, EXP DATE the same as the card's Expiration Date?
  10. If your spouse is not over age 61 when her DoD ID Card was issued, is the MEDICAL, CIVILIAN, EXP date the same as the card's Expiration Date?
  11. If your spouse is over age 61 and not over age 65 when her DoD ID Card was issued, is the MEDICAL, CIVILIAN, EXP date the last day of the month prior to her 65th birthday?

## **C. Internal Revenue Service (IRS).**

- Web: <http://www.irs.gov> / <http://www.irs.gov/localcontacts/article/0,,id=101292,00.html>
1. Do you know whether you have a taxable income in the amount that requires filing a tax return?
  2. If you do have taxable income, are you filing an annual IRS Tax Return?
  3. Do you know that you can file Joint with your Thai citizen spouse and list your children and her as exemptions? Spouse must apply for an Individual Taxpayer Identification Number (ITIN).
    - Web: <http://www.irs.gov/individuals/article/0,,id=96287,00.html> (also see [RAO webpage.](#))
  4. Do you retain copies of IRS Form 1040s with income documents for at least the last five years?
  5. If you are using a tax professional or another agent to prepare your tax returns, do you have their address information available?
  6. Thai Citizen Spouse living in Thailand: If paying Federal Taxes on their SSA Benefit, see “D-10”.
  7. Do you have a foreign financial account? • Web: <http://www.irs.gov/pub/irs-pdf/p4261.pdf>
  8. Have you moved and updated your mailing address with the IRS?

## **D. Social Security Administration (SSA).**

- Web: <http://www.ssa.gov/>
1. Receiving SSA Payments: Are you receiving the annual SSA Benefit Statement (SSA-1042S)?
  2. Do you know at what age you can apply for SSA benefits?
    - Web: [http://www.ssa.gov/pgm/links\\_retirement.htm](http://www.ssa.gov/pgm/links_retirement.htm)
  3. If you are within three months of age 65, have you received a Medicare Part B letter from SSA?
  4. If you are over age 65, are you enrolled in Medicare Part B? (To retain TRICARE benefits.)
  5. If you are over age 65 and want to enroll in Medicare Part B, do you know when and how? (Annual General Enrollment: Jan-Feb-Mar; 10% penalty for every 12 months over age 65.)

6. If you were over age 65 on December 31, 2003 and not enrolled in Medicare Part B, were you automatically enrolled by DEERS/SSA on September 1, 2004?
7. Is your Thai citizen resident spouse eligible to receive SSA payments?  
 • Web: <http://www.socialsecurity.gov/pubs/10137.html#additional>
8. Do you know how to contact the regional SSA office in Manila PI? [15]
9. Do you how to change your address? • Web: <http://www.ssa.gov/pubs/10137.html> ('How to Report')
10. If your Thai citizen spouse is categorized as a resident alien and having tax withheld from her SSA benefit, do you know how to file a Joint IRS Form 1040 to have it returned?  
 • Web: <http://www.irs.gov/pub/irs-pdf/p54.pdf> / <http://www.irs.gov/pub/irs-pdf/p519.pdf>

## E. TRICARE.

- Web: <http://www.tricare.mil>, <http://www.tricare-overseas.com>, <http://www.jusmagthai.com/medical.html>
- 1. Are your family members either TRICARE Standard or TRICARE For Life (TFL) eligible?
- 2. Gray-Area Reservists: Did you know you may now be TRICARE-eligible at [age 55](#)?
- 3. Do you know how to claim reimbursement for health care costs as a military retiree for yourself and eligible family members? (Only You, Your Spouse, Parent, or Legal Guardian can.)
- 4. Do you know how to order medication through the TRICARE Mail Order Pharmacy (TMOP)?  
 • Web: <http://www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram>
- 5. Are you aware of the advantages of having commercial health insurance in Thailand?

## F. [Department of] Veterans Affairs (VA). • Web: <http://www.vba.va.gov/VBA/>

1. Do you know about eBenefits? <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>
2. If your disability rating is over 30% are you receiving an allowance for eligible family members?
3. If your military retired pay is being offset by your VA benefit amount, do you know about these two Federal Acts?: Concurrent Retirement and Disability Pay (CRDP), and Combat-Related Special Compensation (CRSC).  
 • Web: [http://militarypay.defense.gov/Retirement/concurrent\\_dod\\_va.html](http://militarypay.defense.gov/Retirement/concurrent_dod_va.html)
4. Do you recall who is designated as your Veterans Group Life Insurance (VGLI) or Government Life Insurance (GLI) beneficiary? • Web: <http://www.insurance.va.gov/miscellaneous/index.htm>
5. Do you know the annuity amount that your widow may be eligible to receive from the VA?  
 • Web: <http://www.vba.va.gov/bln/21/Rates/>
6. Do you know how to claim reimbursement for health care costs for your VA disability for treatment received in Thailand? VA Foreign Medical Program (FMP): <http://tinyurl.com/y9sx5rx>
7. Do you know if your family members are CHAMPVA-eligible? (Note: TRICARE-eligible family members are ineligible for CHAMPVA.)  
 • Web: <http://www.va.gov/hac/forbeneficiaries/champva/champva.asp>

## G. Financial Institutions (Bank Accounts, Brokerage, Retirement, etc.).

1. Do you have your Financial Institution's name, address, and account number(s) handy?
2. Are you receiving monthly or quarterly statements from them?
3. Is your checking account Joint? Does your U.S. Bank permit foreign nationals on accounts?
4. Does your Financial Institution permit you to name a "Payable Upon Death" person?
5. Do you know that if you do not have a transaction for a statutory number of years, often only three, your bank account funds are transferred to the Treasury of the bank's state?
6. Do you know how to have your federal annuities **Direct Deposited** into a bank in Thailand?  
**Bangkok Bank** [1] is the only Thai bank with a branch in the U.S.: <http://tinyurl.com/mu7fot>  
 • **Direct Deposit**: <https://www.godirect.gov/gpw/index.gd>

**H. Insurance.**

1. Who is designated as beneficiary on your Commercial and/or VA Life Insurance Policy(s)?
2. Do you have a copy of any policy in force and have the current contact info for that company?
3. Outdated Policy: Have you removed it from your files or marked it “No Longer in Force”?
4. Do you have insurance coverage provided by former employment or Association Membership?

**I. Do You Have a Power of Attorney?**

1. Do you have or need a Power of Attorney (POA)? If your health is in jeopardy, your legal spouse or other designee will need one to act in your best interest. Further, if you were to become totally incompetent or incapacitated, have you identified a legal guardian to manage your affairs?

**J. Do You Have a Thai Living Will?**

1. According to an attorney practicing Thai Law: Under Thai Law Thai Medical Providers are not required to honor a U.S. Living Will or U.S. Durable POA for Healthcare. If you desire “Do Not Resuscitate”, consider getting a Thai Living Will, or consult your Doctor for other options.

**K. Do You Have a Last Will & Testament (and/or Letter of Instruction (LOI))?**

Do you have a list of your Estate items? Even without an Estate, if you have minor children you should have a Will. If you have minor children, who will take care of them if need be? How will your children be supported? What is your desired disposition of your remains? Burial? Cremation? Last Will & Testament. Letter of Instruction (LOI). Thai Last Will & Testament.

**L. Contact Info.** (Please inform the RAO [12] if you find that any of the contact info has changed.)

[1] **[Bangkok Bank - Direct Deposit]**

Bangkok Bank P.C.L.  
 Foreign Exchange Services Section  
 Retail Payment Services Department  
 333 Silom Rd.  
 Bangkok 10500 Thailand  
 Tel: 02-645-5555 (24 hours a day, seven days a week)  
 Tel: 02-230-1323 (Direct Deposit) / Fax: N/A  
 Email: (1) <http://tinyurl.com/yemdksu> (General Contact)  
 (2) [pongchan.pra@bbl.co.th](mailto:pongchan.pra@bbl.co.th) (Direct Deposit)  
 Web: (1) <http://tinyurl.com/ydqgn3e> (Foreign Customers)  
 (2) <http://tinyurl.com/mu7fot> (Direct Deposit)

[2] **[Thai Birth Document - When a Birth Certificate is not available from Amphur]**

Census Registration  
 Samnak-Borihaankanntabian Wangchaiya  
 Nakhon Sawan Rd., Dusit  
 Bangkok 10300 Thailand  
 Tel: 02-281-5000 (Office Hours: 0830-1630)  
 ณ สำนักทะเบียนกลาง (ตั้งอยู่ที่สำนักบริหารการทะเบียน วังไชยสถานนครสวรรค์ นางเลิ้ง ดุสิต กทม.10300)  
 ระหว่างเวลา 08:30-16:30 น.

- [3] **[Civil Service]**  
 Office of Personnel Management  
 Retirement Operations Center  
 P.O. Box 45  
 Boyers, PA 16017  
 Tel: 1-888-767-6738 / Fax: N/A  
 Email: [retire@opm.gov](mailto:retire@opm.gov)  
 Web: <http://www.opm.gov/RETIRE/>
- [4] DEERS Support Office **[Address Change]** | DEERS Support Office  
 ATTN: COA | ATTN: Research & Analysis  
 400 Gigling Rd. | 400 Gigling Rd.  
 Seaside, CA 93955-6771 | Seaside, CA 93955-6771  
 Tel: 1-800-334-4162 or 1-800-538-9522 | Tel: Same  
 Fax: 1-831-655-8317 | Tel: Same  
 Email: [addrifo@osd.pentagon.mil](mailto:addrifo@osd.pentagon.mil) | Email: [webmaster@osd.pentagon.mil](mailto:webmaster@osd.pentagon.mil)  
 Web: <https://www.dmdc.osd.mil/appj/deerswebsite/home.do>
- [5] Defense Finance and Accounting Service  
 U.S. Military Retirement Pay  
 P.O. Box 7130  
 London, KY 40742-7130  
 Tel: 1-800-321-1080 or 1-216-522-5955 (Monday-Friday, 0700-1930 ET)  
 Fax: 1-800-469-6559  
 Email: <https://corpweb1.dfas.mil/askDFAS/askDFAS.jsp> (Customer Inquiry Portal)  
 Web: <http://www.dfas.mil/dfas/retiredmilitary.html>
- [6] Defense Finance and Accounting Service  
 U.S. Military Annuitant Pay  
 P.O. Box 7131  
 London, KY 40742-7131  
 Tel: 1-800-321-1080 or 1-216-522-5955 (Monday-Friday, 0700-1930 ET)  
 Fax: 1-800-982-8459  
 Email: <https://corpweb1.dfas.mil/askDFAS/askDFAS.jsp> (Customer Inquiry Portal)  
 Web: <http://www.dfas.mil/dfas/retiredmilitary.html>
- [7] **DoD Military Retiree Branches:**  
 [7a] **[U.S. Army]**  
 Office of the Deputy Chief of Staff, G-1  
 DAPE-HRPD-RSO (Retirement Services Office)  
 200 Stovall St.  
 Alexandria, VA 22332-0470  
 Tel: 1-703-325-9158  
 Fax: 1-703-325-8947  
 Email: N/A  
 Web: <http://www.armyg1.army.mil/rso/rso.asp>

[7b] **[U.S. Air Force]**  
HQ AFPC/DPSIAR  
550 C Street West, Ste. 8  
Randolph AFB, TX 78150-4713  
Tel: 1-800-531-7502 or 1-210-565-4663  
Fax: N/A  
Email: [afpc.retiree@us.af.mil](mailto:afpc.retiree@us.af.mil)  
Web: <http://www.retirees.af.mil/>

[7c] **[U.S. Marine Corps]**  
Headquarters, United States Marine Corps  
Manpower and Reserve Affairs (MMSR-6)  
3280 Russell Rd.  
Quantico, VA 22134-5103  
Tel: 1-703-784-9310  
Fax: 1-703-784-9834  
Email: [smb.manpower.mmsr6@nmci.usmc.mil](mailto:smb.manpower.mmsr6@nmci.usmc.mil)  
Web: [https://www.manpower.usmc.mil/portal/page/portal/M\\_RA\\_HOME/MM/SR/RET\\_ACT](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MM/SR/RET_ACT)

[7d] **[U.S. Navy]**  
Retired Activities Branch - OPNAV N135C  
720 Integrity Dr.  
Millington, TN 38055-6220  
Tel: 1-866-827-5672  
Fax: N/A  
Email: [MILL\\_RetiredActivities@navy.mil](mailto:MILL_RetiredActivities@navy.mil)  
Web: [http://www.public.navy.mil/bupers-npc/support/retired\\_activities/Pages/default.aspx](http://www.public.navy.mil/bupers-npc/support/retired_activities/Pages/default.aspx)

[7e] **[U.S. Coast Guard Retiree and Annuitant Services]**  
Commanding Officer (RAS)  
U. S. Coast Guard Pay & Personnel Center  
444 SE Quincy St.  
Topeka, KS 66683-3591  
Tel: 1-800-772-8724 or 1-785-339-3415  
Fax: 1-785-339-3770  
Email: [psc-dg-ras@uscg.mil](mailto:psc-dg-ras@uscg.mil)  
Web: <http://www.uscg.mil/ppc/ras/>

[8] **[Internal Revenue Service (IRS) - Taxpayers Located Outside of U.S. - For Questions]**  
Internal Revenue Service  
P.O. Box 920  
Bensalem, PA 19020  
Tel: 1-215-516-2000  
Fax: 1-215-516-2555  
Email: N/A  
Web: <http://www.irs.gov/localcontacts/article/0,,id=101292,00.html>

- [9] **[Internal Revenue Service (IRS) - Individual Taxpayer Identification Number (ITIN)]**  
 Internal Revenue Service  
 Austin Service Center  
 ITIN Operation  
 P.O. Box 149342  
 Austin, TX 78714-9342  
 Tel: 1-800-829-1040 (General IRS Info) / Fax: N/A / Email: N/A  
 Web: <http://www.irs.gov/individuals/article/0,,id=96287,00.html>
- [10] **[Internal Revenue Service (IRS) - Where to File Form 1040 / 1040A / 1040EZ (International) (Not Enclosing a Payment) (Enclosing a Payment)]**  
 Department of the Treasury [OR] Internal Revenue Service  
 Internal Revenue Service P.O. Box 1303  
 Austin, TX 73301-0215 Charlotte, NC 28201-1303  
 Tel: 1-800-829-1040 (General IRS Info) / Fax: N/A  
 Web: <http://www.irs.gov/file/article/0,,id=104663,00.html>
- [11] **[Internal Revenue Service (IRS) - Where to File Form 1040-ES (NR) (International)]**  
 Internal Revenue Service  
 P.O. Box 1300  
 Charlotte, NC 28201-1300  
 Tel: 1-800-829-1040 (General IRS Info) / Fax: N/A  
 Web: <http://www.irs.gov/file/article/0,,id=119045,00.html>
- [12] HQ JUSMAGTHAI [OR] HQ JUSMAGTHAI  
 Retiree Activities Office, Rm. D-114 MAGTJS-RAO  
 7 Sathorn Tai Rd. APO AP 96546-5000  
 Bangkok 10120 Thailand  
 Tel: 02-287-1036 Ext. 165 / Fax: 02-285-6228  
 Email: [raothailand@jusmagthai.org](mailto:raothailand@jusmagthai.org)  
 Web: <http://www.jusmagthai.com/rao.html>
- [13] **[Legal Assistance - U.S. Armed Forces]**  
 U.S. Armed Forces: <http://legalassistance.law.af.mil/>  
 U.S. Air Force: <https://aflegalassistance.law.af.mil/lass/lass.html>  
 U.S. Army: <https://www.jagcnet.army.mil/legal>  
 U.S. Navy & Marine Corps: [http://www.jag.navy.mil/legal\\_services/nlso/nlso\\_pacific.htm](http://www.jag.navy.mil/legal_services/nlso/nlso_pacific.htm)  
 U.S. Coast Guard: [http://www.uscg.mil/legal/la/Legal\\_Assistance\\_Home.asp](http://www.uscg.mil/legal/la/Legal_Assistance_Home.asp)
- [14] National Personnel Records Center | National Personnel Records Center, Annex  
 (Military Personnel Records) (Civilian Personnel Records)  
 1 Archives Dr. 1411 Boulder Blvd.  
 St. Louis, MO 63138 Valmeyer, IL 62295  
 Tel: 1-314-801-0800 or 1-866-272-6272 Tel: 1-866-272-6272 (Central Cust. Service)  
 Fax: 1-314-801-9195 Fax: 618-935-3014  
 Email: [mpr.center@nara.gov](mailto:mpr.center@nara.gov) | Email: [cpr.center@nara.gov](mailto:cpr.center@nara.gov)  
 Web (Mil): <http://www.archives.gov/st-louis/military-personnel/>  
 Web (Civ): <http://www.archives.gov/st-louis/civilian-personnel/index.html>

- [15] **[Social Security Administration - Manila, Philippines]**  
 Social Security Administration Division      Social Security Administration-Manila  
 United States Embassy      **[OR]** U.S. Embassy, Manila, Unit #8600  
 1201 Roxas Blvd., Ermita      DPO AP 96515  
 0930 Manila, Philippines  
 Tel: +63-2-301-2000 Ext. 9  
 Fax: +63-2-708-9723 **or** +63-2-708-9714  
 Email: [FBU.Manila@ssa.gov](mailto:FBU.Manila@ssa.gov)  
 Web: <http://manila.usembassy.gov/us-agencies2/the-social-security-administration-division.html>
- [16] **[SSA - Already Receiving Benefits]**  
 Social Security Administration  
 Office of International Operations  
 P.O. Box 17769  
 Baltimore, MD 21235-7769  
 Tel: 1-800-772-1213 (Also use for **Casualty Reporting**) (0800-1630 ET)  
 Tel: Specific Help Phone #'s based on Last 2-Digits of SSN; see webpage)  
 Tel: 410-965-9334 (New or Replacement SSN Card)  
 Fax: 1-410-597-1800  
**[OR]** See Telephone/Email [15] (Manila, Philippines)  
 Web: <http://www.ssa.gov/foreign/index.html>
- [17] **[SSA - Not Receiving Benefits - Inquire about Benefit Eligibility]**  
 Social Security Administration  
 Office of International Operations  
 P.O. Box 17775  
 Baltimore, MD 21235-7775  
 Tel: Specific Help Phone #'s based on Last 2-Digits of SSN; see webpage)  
 Fax: 1-410-597-1800  
**[OR]** See Telephone/Email [15] (Manila, Philippines)  
 Web: <http://www.ssa.gov/foreign/index.html>
- [18] **[TRICARE - Claims]**  
 Wisconsin Physicians Service - Foreign Claims  
 P.O. Box 7985  
 Madison, WI 53707-7985  
 Tel: 1-877-451-8659 (Claims Inquiries - Toll Outside U.S.)  
 Fax: N/A  
 Email: Use Website Portal  
 Web: <http://www.tricare-overseas.com/> (International SOS, Singapore)
- [19] **[TRICARE - Mail Order Pharmacy & Express Scripts]**  
 Express Scripts  
 P.O. Box 52150  
 Phoenix, AZ 85072-9954  
 Tel: 1-866-275-4732 / Fax: N/A  
 Email: Use Website Portal  
 Web: <http://tinyurl.com/ya38jf8> (TRICARE Mail Order Pharmacy)  
 Web: <http://www.express-scripts.com/TRICARE/>

- [20] **[TRICARE - HQ JUSMAGTHAI]**  
 HQ JUSMAGTHAI  
 TRICARE Services, Rm. J-202 [OR] HQ JUSMAGTHAI  
 7 Sathorn Tai Rd. MAGTJS-TRICARE  
 Bangkok 10120 Thailand APO AP 96546-5000  
 Tel: 02-287-1036 Ext. 512 / Fax: 02-287-1575  
 Email: [nursetida.th@jusmagthai.org](mailto:nursetida.th@jusmagthai.org)  
 Web: <http://www.jusmagthai.com/medical.html>
- [21] **[U.S. Embassy, Bangkok]**  
 Consular Section [OR] Consular Section  
 U.S. Embassy U.S. Embassy  
 95 Wireless Rd. APO AP 96546-5000  
 Bangkok 10330 Thailand  
 Tel: 02-205-4049  
 Fax: 02-205-4103  
 Email: [acsbkk@state.gov](mailto:acsbkk@state.gov)  
 Web: <http://bangkok.usembassy.gov/service.html>
- [22] **[U.S. Embassy - Consulate General, Chiang Mai]**  
 U.S. Consulate General [OR] U.S. Embassy  
 387 Wichayanond Rd. Box C, Unit #8140  
 Chiang Mai 50300 Thailand APO AP 96546-5000  
 Tel: 05-310-7777  
 Fax: 05-325-2633  
 Email: [acschn@state.gov](mailto:acschn@state.gov)  
 Web: <http://chiangmai.usconsulate.gov/service.html>
- [23] **[VA Foreign Claims]**  
 VA Regional Office  
 Foreign Claims  
 1000 Liberty Ave.  
 Pittsburgh, PA 15222-4004  
 Tel: 1-800-827-1000 (General VA Contact)  
 Tel: 1-412-395-6272 (Pittsburgh VARO)  
 Fax: 1-412-395-6091/6057  
 Email: <https://iris.custhelp.com/>  
 Web: <http://www.vba.va.gov/VBA/>

**Other VA Information:**

- Tel: 1-877-294-6380 (Beneficiaries in Receipt of Pension Benefits)  
 Tel: 1-800-827-1000 (Disability or DIC)  
 Tel: 1-888-442-4551 (Education - GI Bill)  
 Tel: 1-800-669-8477 (Government Life Insurance) (Philadelphia VAROIC)  
 Tel: 1-800-419-1473 (Office of Servicemembers' Group Life Insurance)

**Gulf War/Agent Orange/Project Shad/Mustard Agents & Lewisite/Ionizing Radiation:**

Tel: 1-800-749-8387

- [24] **[CHAMPVA - Change of: Address, Phone #, Marital Status, Medicare/TRICARE Eligibility & Student Status of Children Ages 18-23; Applications/School Certification]**  
VA Health Administration Center  
CHAMPVA ELIGIBILITY  
P.O. Box 469028  
Denver, CO 80246-9028  
Tel: 1-800-733-8387  
Fax: 1-303-331-7809  
Email: <https://iris.custhelp.com/>  
Chat: Click on the link immediately below, then click on the “Chat” button.  
Web: <http://www.va.gov/hac/forbeneficiaries/champva/champva.asp>
- [25] **[VA - Foreign Medical Program (FMP) Claims and General Information]**  
VA Health Administration Center  
Foreign Medical Program (FMP)  
P.O. Box 469061  
Denver, CO 80246-9061  
Tel: 1-303-331-7590 or 1-877-345-8179 or 1-877-222-8387  
Fax: 1-303-331-7803  
Email: [hac.fmp@med.va.gov](mailto:hac.fmp@med.va.gov) or <https://iris.custhelp.com/>  
Web: <http://www.va.gov/hac/forbeneficiaries/fmp/fmp.asp>
- [26] VA National Direct Deposit Center  
Muskogee Regional Office  
125 South Main St., Suite B  
Muskogee, OK 74401-7004  
Tel: 1-877-838-2778 / TDD: 1-800-829-4833 (Telephone Device for Hearing Impaired)  
Fax: 1-918-781-4395  
Email: <https://iris.custhelp.com/>  
Web: <http://www.vba.va.gov/ro/muskogee/links.htm>
- [27] **[VA - Pension Management Center (PMC) - Philadelphia]**  
Philadelphia VAROIC  
Pension Management Center  
5000 Wissahickon Ave.  
P.O. Box 8079  
Philadelphia, PA 19101  
Tel: 1-877-294-6380  
Fax: 1-215-381-3113  
Fax: 1-215-381-3777 (Only for [VA 21-0845](#))  
Email: <https://iris.custhelp.com/>  
Web: <http://www.vba.va.gov/ro/philly/index.htm>