



## Next Generation Uniformed Services Identification Card (Next Gen USID) Frequently Asked Questions

### **Q1 What is changing on the USID card, and why?**

A1 The Next Gen USID card transitions the current USID card to plastic cardstock with enhanced security features and updated topology. The Next Gen USID card does not change the populations who are eligible to receive the current USID card.

### **Q2 When can I get the Next Gen USID card?**

A2 Beginning July 31, 2020, individuals with **expiring** ID cards will begin to receive the Next Gen USID card at ID card issuance facilities as they are equipped with the equipment and supplies necessary to issue the Next Gen USID card. In an effort to conserve resources and limit the impact on ID card issuance facilities, **cards will not be reissued solely for the purpose of obtaining the Next Gen USID card.**

### **Q3 What should I do if I have a USID card with an indefinite expiration date?**

A3 Since the Next Gen USID card will not be available at all DoD ID card sites until December 2020, and sites are currently operating under constrained conditions as a result of COVID-19 to keep both our cardholders and operators safe, individuals with an indefinite expiration date on their current USID card should wait until summer 2021 to have their Next Gen USID card issued.

### **Q4 Who will be affected by the USID card change?**

A4 All DoD USID cardholders, benefit providers, other U.S. government agencies, and vendors and businesses that use the USID card for identity verification and/or benefits eligibility.

### **Q5 Where can I get the Next Gen USID card?**

A5 Contact your nearest ID card issuance facility, or use the Site Locator and Appointment Scheduler on ID Card Office Online at, <https://idco.dmdc.osd.mil/idco/>, to find a location near you. There are over 1,500 ID card issuance facilities with over 2,250 workstations worldwide that issue DoD ID cards.

### **Q6 What do I need to bring with me?**

A6 Two forms of ID from the "List of Acceptable Identity Documents for DoD ID Card Issuance" available at, [https://www.cac.mil/Portals/53/Documents/List\\_of\\_Acceptable\\_Documents.pdf](https://www.cac.mil/Portals/53/Documents/List_of_Acceptable_Documents.pdf). One must be an unexpired, federal- or state-issued photo ID. Please review the "Pre-Arrival Checklist" available at, [https://www.cac.mil/Portals/53/Documents/required\\_docs.pdf](https://www.cac.mil/Portals/53/Documents/required_docs.pdf), which contains all of the information needed to obtain or renew a DoD ID card.

### **Q7 Where can I use my Next Gen USID card?**

A7 The Next Gen USID card can be used at all locations where current USID cards are accepted.

### **Q8 Will my current USID still be accepted?**

A8 Yes, currently-issued USID cards remain valid through their expiration date. **Cards will not be reissued solely for the purpose of obtaining the Next Gen USID card.**

### **Q9 Why does my USID card say "Verify Eligibility" under Medical?**

A9 Medical care providers should be electronically verifying eligibility for benefits through the Defense Enrollment Eligibility Reporting System (DEERS). "Verify Eligibility" is printed on the back of NextGen USID cards in response to changes to TRICARE that make it extremely difficult to accurately display a cardholder's medical benefits on the back of the card, such as requiring enrollment within 90 days of a qualifying life event, establishment of an annual open enrollment window, and defaulting to Medical Treatment Facility care only if a TRICARE option was not selected. Medical providers verifying eligibility ensures the appropriate medical benefits are provided to the appropriate populations.

Q10 **What if I have other questions?**

A10 More information will be made available as Next Gen USID card issuance begins. Additional contact information is available on our website at, <https://www.cac.mil/Contact/>.