

DoD Response to Coronavirus/COVID-19 – DoD ID Cards and Benefits Frequently Asked Questions (FAQ)

The Department is committed to the safety of our personnel and beneficiaries, including retirees and other high-risk populations. This includes ensuring continued access to healthcare and other benefits during this time of increasing precaution and restrictions in response to coronavirus/COVID-19. The following FAQs are provided to assist DoD ID card holders. **These procedures will remain in place until June 30, 2021 for Uniformed Services ID (USID) cardholders only.**

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QUESTION 1: My DoD ID card has expired or is expiring soon; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow USID cardholders to use an expired DoD ID card to access bases and benefits.

Uniformed Services ID Cards

USID cards that expire on/after January 1, 2020 may continue to be used to access military bases and benefits. In order to use the expired USID card, the cardholder must have a current affiliation with DoD and must be eligible for benefits. For example:

- An ID card issued to a spouse typically expires every four years; however, as long as the spouse remains married to the Service member, the spouse continues to have a current affiliation and is eligible for benefits.
 - As a result, a spouse MAY use the expired DoD ID card to access benefits.
- An ID card issued to a child of a Service member expires when the child turns 21 years old. Unless attending school as a full-time student, approved as an incapacitated dependent, or enrolled in TRICARE Young Adult, the child's affiliation ends when the ID card expires and is not eligible for continued benefits.
 - As a result, a child who has turned 21 and is not eligible for continued benefits MAY NOT use the expired DoD ID card to access benefits.

NOTE: A child under age 21, or who is eligible for continued benefits, MAY use the

expired DoD ID card to access benefits.

USID cards are issued to retirees, family members, and other eligible individuals. If you have questions about whether you have, or are eligible for, a USID card, visit the following website: <https://www.cac.mil/Next-Generation-Uniformed-Services-ID-Card/>.

If you have questions about the status of your benefits, please use DoD's online self-service resources before contacting DoD and Uniformed Service help desks by telephone. You can login to milConnect, <https://milconnect.dmdc.osd.mil/milconnect>, using the DoD Common Access Card or DS Logon account. TRICARE coverage is found within the "Medical, Dental and Pharmacy" drop-down under "the Benefits" tab.

Common Access Cards

Individuals with an expired, or soon-to-expire, CAC will need to visit their local RAPIDS site for card reissuance. If unable to visit a local RAPIDS site, you may contact your Service Project Office which is identified in [DEERS Enrollment and USID Card Issuance During COVID-19](#).

Please visit ID Card Office Online at <https://idco.dmdc.osd.mil/idco> to find your nearest ID card issuing facility and schedule an appointment.

QUESTION 2: I need to enroll a new family member; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow new family members to be enrolled by mail or fax. Family members over age 14 will also be eligible for DoD ID card issuance by mail. All ID cards will be issued for up to 1 year, and original documents must be provided to a DoD ID card issuance facility before the card expires in order for the cardholder to remain eligible for benefits.

View our detailed guide at [CAC.MIL](#).

QUESTION 3: I need to update my status; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow updates by mail or fax. This includes updates such as enrolling a child turning age 21 as either a full-time student or an incapacitated dependent.

Updates to personnel segments, such as the status of a Service member, civilian, or contractor, will continue to be provided by the authoritative systems, like MilPDS, DCPDS, and TASS.

View our detailed guide at [CAC.MIL](#).

QUESTION 4: Is my local ID card issuing facility open?

Answer: You can find your nearest ID card issuing facility and schedule appointments at

<https://idco.dmdc.osd.mil/idco>. Some sites are only allowing appointments and increasing the time between customers to support social distancing measures. DoD ID card issuing facilities are keeping their hours and availability up to date on this resource, as well as local phone lines and websites.

QUESTION 5: My local ID card issuing facility is closed; what do I do?

Answer:

Common Access Cards

Transactions related to the CAC must be performed in person, including PIN resets and renewal/reissuance. Please visit ID Card Office Online at <https://idco.dmdc.osd.mil/idco> to find your nearest ID card issuing facility and schedule an appointment.

Uniformed Services ID Cards

Please see questions 1-3 about alternatives to visiting a DoD ID card issuing facility in person. If you have a question not addressed by these FAQs, please contact us at dhrcacpolicy@mail.mil.

QUESTION 6: I'm a civilian transferring from Army to Air Force; can I keep my CAC?

Answer: Yes! DoD policy allows DoD civilians who are transferring between DoD Components (e.g., from Army to Air Force; from OSD to Navy) to retain their CAC through its expiration date.

References:

- https://www.cac.mil/Portals/53/Documents/DODM-1000.13_vol1.pdf
 - [DoD Memorandum, "Common Access Card Retention for Department of Defense Civilian Personnel Transferring Between Department of Defense Components"](#)
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