

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

The DoD is committed to the safety of our personnel and beneficiaries, including retirees and high-risk populations. This includes ensuring continued access to healthcare and all authorized benefits during this time of continued precaution and restrictions in response to coronavirus/COVID-19.

The following FAQs are provided to assist DoD ID cardholders. **These procedures are automatically extended for Uniformed Services ID (USID) cardholders with expiration dates between January 1, 2020 and July 31, 2021.**

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QUESTION 1: When will access to healthcare and other benefits be extended through?

Answer: Depending on your status, DoD is temporarily allowing USID cardholders to continue to use an expired DoD USID card to access bases and benefits. Please refer to the table below to determine when your USID card is extended through:

Deadlines	Population Type
August 31, 2021	<ul style="list-style-type: none"> • Foreign Affiliates and their dependents
October 31, 2021	<ul style="list-style-type: none"> • Dependents of Active Duty uniformed Service members • Reserve and National Guard uniformed Service members and their dependents
January 31, 2022	<ul style="list-style-type: none"> • Retirees and their dependents • All other populations

QUESTION 2: Who is eligible for a USID card?

Answer: 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 (CAC) or DoD Self-service Logon account. TRICARE coverage is found within the "Beneficiary Web Enrollment (BWE)" drop-down under the "Benefits" tab.

QUESTION 3: How do I schedule an appointment to renew my USID card?

Answer: You can find your nearest DoD ID card issuing facility and schedule appointments at ID Card Office Online, <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 4: What happens if I do not renew my USID card by the extended deadlines above?

Answer: Expired USID cards are unacceptable for accessing benefits. We recommend renewing your expired USID card using the procedures described above.

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

Answer: Please use ID Card Office Online, <https://idco.dmdc.osd.mil/idco> to find an alternate location. If there are no alternate locations, please review, [Defense Enrollment Eligibility Reporting System \(DEERS\) Enrollment and USID Card Issuance During COVID-19 June 2021 Update](#), which provides the most current guidance on remote enrollment procedures.

Please review the attached [DEERS/Real-Time Automated Personnel Identification System \(RAPIDS\) Personnel Project Office Listings](#) for following Service Project Officers for sponsoring uniformed services listed below:

- United States Coast Guard
- United States Public Health Service Commissioned Corps
- National Oceanic and Atmospheric Administration Commissioned Officer Corps

QUESTION 6: My DoD ID card has expired or is expiring soon; what do I do?

Answer: DoD will temporarily allow USID cardholders to use an expired DoD ID card to access bases and benefits through the dates listed below.

Deadlines	Population Type
August 31, 2021	<ul style="list-style-type: none">• Foreign Affiliates and their dependents
October 31, 2021	<ul style="list-style-type: none">• Dependents of Active Duty uniformed Service members• Reserve and National Guard uniformed Service members and their dependents
January 31, 2022	<ul style="list-style-type: none">• Retirees and their dependents• All other populations

Uniformed Services ID Cards

USID cards that expire on/after January 1, 2020 to July 31, 2021 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 4 years; however, as long as the spouse remains married to the uniformed 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 uniformed 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.

- Young Adults must be between the ages of 21 and 26. For eligibility, enrollment and premium payment information, please refer to [Tricare Young Adult \(www.tricare.mil/tya\)](http://www.tricare.mil/tya).
- Within 90 days prior to the individual turning age 65, individuals must select their Medicare entitlements. At age 65 beneficiaries who are entitled to Medicare Part A and have enrolled in Medicare Part B will automatically transition to Tricare For Life (TFL). Individuals who fail to enroll in Medicare Part B during their initial enrollment period must wait until the next Medicare General Enrollment Period, January 1 – March 31 of each year to enroll in Part B. Medicare Part B coverage and TFL will become active the following July 1.

CAC

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 June 2021 Update](#).

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

Answer: Based on population type and through the dates listed in Question 1, if you are unable to visit an ID card site, 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 USID cards may be issued remotely.

QUESTION 8: I need to update my status; what do I do?

Answer: Based on population type and through the dates listed in Question 1, if you are unable to visit an ID card site, 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 uniformed Service member, civilian, or contractor, will continue to be provided by the authoritative systems, like military Personnel Data System (MilPDS), Defense Civilian Personnel Data System (DCPDS), and Trusted Associate Sponsorship System (TASS).

QUESTION 9: 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 10: I have problems getting an appointment at my local ID card issuing facility, what do I do?

Answer: DoD ID card issuing facilities sites are individually managed and operated by each uniformed service. If you are experiencing issues and need help getting an appointment at your nearest ID card issuing facility, please contact your installation commander.