

## **Army ID card COVID-19 policy changes**

*This is intended to provide clarifying information about ID card policy changes in support of COVID-19 mitigation efforts. These FAQs do not address policy changes for Common Access Cards (CAC).*

Date: **April 10, 2020**

### **Q: My DOD ID card has expired or is expiring soon; what do I do?**

A: Through Sept. 30, DOD will temporarily allow some cardholders to use an expired DOD ID card to access bases and benefits.

Uniformed Services ID (USID) cards that expire on or after Jan. 1 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. For more information about use and eligibility for a USID card, visit <https://www.cac.mil/Uniformed-Services-ID-Card/>.

For questions about the status of benefits, use DOD's online self-service resources before contacting DOD and Uniformed Service help desks by telephone. Login to milConnect at <https://milconnect.dmdc.osd.mil/milconnect>, using CAC or DS Logon account. TRICARE coverage is found within the "Medical, Dental and Pharmacy" drop-down under "the Benefits" tab.

### **Q: What about my benefits and entitlements?**

A: Benefits and entitlements will remain active even after the expiration date. Benefits and entitlements include: TRICARE/Medicare, Post Exchange (PX), Commissary and MWR.

### **Q: Can I get through the post or installation gate with an expired ID card?**

A: Yes, all ID cards should be verified electronically prior to being confiscated.

### **Q: Is there an alternative to getting my ID card renewed?**

A: Yes, ID card renewal can be accomplished remotely or by mail. Contact the nearest ID card issuing facility to confirm availability and hours of operations. To locate the nearest ID card facility, visit <https://rsl.dmdc.osd.mil/rsl>.

**Q: Can my child still get an ID card issued at age 10?**

A: No, DOD is trying to minimize foot traffic and practice good social distancing at installation ID card offices. Currently, the age limit for children has been raised from age 10 to age 14.

**Q: Can I get a new ID card if I recently got married or divorced and my name changed?**

A: No, currently DOD is limiting issuance of ID cards because of COVID-19. After the post returns to normal operations, visit the ID card office.

**Q: My child is attending college full time and is age 21-23, do they still need to get an ID card issued?**

A: Yes, ID card issuance can be accomplished; however, contact the ID card office for availability and hours of operations. To locate the nearest ID card facility, visit <https://rsl.dmdc.osd.mil/rsl>.

**Q: What if I have an incapacitated or secondary dependent, can they still get an ID card?**

A: Yes, if the dependent is already in the DEERS system, their cards will automatically be extended until Sept. 30. For initial enrollments of incapacitated or secondary dependents, visit the DFAS website at <https://www.dfas.mil/>.

**Q: When can I get my new CAC that is expiring soon?**

A: CACs will not be re-issued before 30-days of expiration date. This is to minimize foot traffic at installation ID card sites and keep social distancing.

**Q: I just got promoted, can I get my new CAC issued with the correct rank/grade?**

A: No, re-issuance on all ID cards due to rank or grade changes (CAC or USID), is suspended until post operations return to normal due to COVID-19.

**Q: Where can I go if I have questions about these policy changes?**

A: All information will be kept up-to-date at <https://www.cac.mil/>, click the tabs at the top for CAC, USID and Coronavirus.

**Q: I need to enroll a new Family member; what do I do?**

A: Through Sept. 30, 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 one 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 a detailed guide at <https://www.cac.mil/>.

**Q: I need to update my status; what do I do?**

A: Through Sept. 30, DOD will temporarily allow updates by mail or fax. This includes updates such as enrolling people turning age 21, as either a full-time student or an incapacitated dependent. Updates to the status of a service member, civilian or contractor, will continue to be provided by the authoritative systems, such as MilPDS, DCPDS and TASS. View a detailed guide at <https://www.cac.mil/>.

**Q: Is my local ID card issuing facility open?**

A: To locate the nearest ID card facility, visit <https://rsl.dmdc.osd.mil/rsl>. Appointments can be scheduled at <https://rapids-appointments.dmdc.osd.mil>. Some sites are only allowing appointments and increasing the time between customers to support social distancing measures. DOD ID card issuing facilities are constantly updating resources, local phone lines and websites.

**Q: My local ID card issuing facility is closed; what do I do?**

A: Transactions related to the CAC typically must be performed in person, including PIN resets and renewal/reissuance. Visit <http://www.dmdc.osd.mil/rsl/> and RAPIDS Appointment Scheduler at <https://rapids-appointments.dmdc.osd.mil>, to locate an ID-card issuing facility.