

Frequently Asked Questions – ID Card Center

What does DEERS stand for?

Defense Enrollment and Eligibility Reporting System

What are the operating hours for the DHR, MPD, ID Card Section?

- Monday thru Friday (8 a.m. – 3:30 p.m.) Closed for lunch (11:30-12:30)
- Appointments Mon - Fri (8:30-11:30 and 12:30-3)

Does my sponsor have to be with me to get an ID card?

Yes, with the following **exceptions**:

- If the sponsor pre-signs DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) in front of a Verifying Official, the family member may bring this form unaccompanied by the sponsor or have the form faxed from another ID Card Issuing Facility to this facility at (580) 442-7268.
- The family member may sign the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) using a valid power of attorney (P.O.A.).
- If none of the above, a 30 day temporary card may be issued

Once the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) is signed, how long is it good for?

90 days from the date form was issued

What documentation is needed to add, remove or make changes to DEERS?

The sponsor will always need original or true certified supporting documentation to make any changes, (i.e., Birth, Death, Marriage Certificate, Social Security Cards, Divorce, Adoption, and Custody Decrees)

Can an ID card be issued by mail?

Yes. A person needing an ID card and who is unable to travel (incapacitated) to the nearest ID card facility or a great distance from an ID Card Center may submit a request by mail. The sponsor will provide a notarized 5x7 or 8x10 facial photograph of the card recipient with detailed physical characteristics (height, weight, color of eyes, hair and signature). Expiring ID card should also be returned.

Mailing address for the ID card center:

DIRECTORATE OF HUMAN RESOURCES, ID CARDS/DEERS
4700 MOW-WAY ROAD, SUITE 120
FORT SILL, OKLAHOMA 73503

What is the earliest an ID card can be renewed before expiring?

- 90 days prior to expiration date for common access card (CAC)
- 90 days prior to expiration date for dependents, with the following **exceptions**:
 - card is damaged
 - promotion of sponsor
 - significant change in appearance

If the sponsor is deployed, how can a family member receive an ID card?

The dependent should bring in deployment orders or valid power of attorney and legal documentation (original or true certified copies) if authorized dependents needs to be added to sponsor's record in DEERS.

What is the minimum age a dependent can receive an ID card?

Age 10, with the following *exceptions*:

- dependent of dual active service members
- sponsor is a single parent
- dependent is not residing in sponsor's household

How long may a dependent keep an ID card?

Up to age 21. At age 21 if the dependent is enrolled as a **FULL TIME** student in an accredited institution of higher learning, with courses of study leading to an associate or higher degree, that dependent may have an ID card until the date of graduation or their 23rd birthday, whichever occurs first. **EXCEPTION:** If the dependent is incapacitated, a child dependency packet needs to be completed prior to the child's 21st birthday. This packet can be obtained from our office and then forwarded to DFAS.

What is needed to establish a dependent as a full-time student in DEERS?

The original letter from the school's registrar's office certifying that the dependent is a full-time status with courses of study leading to an associate or higher degree and anticipated graduation date. The begin date of eligibility shall be the date the sponsor arrives at the ID card facility to input the child as a full-time student NOT the date the child enrolled in college.

Can a retiring sponsor on terminal leave be issued a retirement ID card before the retirement date?

Yes, up to 90 days prior to retirement. **NOTE:** Although the system allows for this, it is not recommended due to the fact that the Active Duty record will no longer be visible in DEERS and the retirement record will not be effective until the date of retirement which can result in a gap in TRICARE coverage. Retirement ID cards **should** be issued at date of retirement.

Can step-children be added to DEERS?

Yes, as long as they reside with that service member and are not already the dependents of another service member (unless the sponsor's spouse has physical custody), in which case such document must also be presented.

How are children added to DEERS?

It is dependent on the following:

- An unmarried female sponsor needs only bring the child's birth certificate (original or true certified copy) and social security card.
- An unmarried male sponsor must have the child's birth certificate (original or true certified copy), social security card, and judicial determination (i.e., court-ordered paternity test or notarized acknowledgement of paternity).
- Married sponsors whose spouse is already on DEERS, the sponsor needs to bring the child's birth certificate (original or true certified copy) and social security card. Marriage certificate is required for step children.

How is a spouse added to DEERS?

The sponsor will bring in the marriage certificate, birth certificate (original or true certified copy), social security card and valid picture ID (i.e., Drivers License, State ID, Passport etc.).

Can a ward of a service member be added to DEERS?

Yes. The service member must bring the court document(s), the birth certificate(s) of the dependent(s), (original or true certified copy) the social security card(s), and picture ID(s), if applicable. The ward(s) must reside with the sponsor and be dependent on the sponsor for over half of their support for at least 12 consecutive months.

Can an unremarried former spouse (URFS) / Department of Defense beneficiary (DB) of a sponsor keep their ID card and benefits?

Yes, when the following conditions are met:

- The sponsor performed at least 20 years of service
 - The spouse was married to the sponsor at least 20 years **and**
 - The 20 years of marriage were during the 20 years of the sponsor's service. All the above being met, the URFS/DB is entitled to full benefits so long as they do not remarry or do not have their own employer sponsored health plan.
- **OR** ----
- The sponsor performed at least 20 years of service **and**
- The spouse was married to the sponsor at least 20 years
- The 20 years of marriage were during at least 15 years of the sponsor's service. All the above being met, the URFS/DB is only entitled to medical coverage for 1 year from date of divorce.

What is required for a disabled American veteran (DAV) to receive an ID card?

To receive a DAV ID card, the person must bring:

- The letter from the Office of Veteran Affairs (VA) stating that they are 100 percent disabled and have entitlements to the Commissary and Post Exchange.
- The service member's DD Form 214 (Honorable Discharge from Active Duty)
- A valid picture ID, social security card, and supporting documentation (i.e., original or true certified copies of marriage/birth certificate) for all family members to be added.
- **NOTE:** A DAV ID card entitles them to Commissary and Post Exchange privileges only. Medical is handled by VA.

****What cannot be cross serviced by this ID card center?**

- Initial verification for unremarried or unmarried former spouses.
- Incapacitated children.
- Other individuals who require a dependency determination (over 50 percent support) (i.e. wards, parents, parents-in-law.)
- Retirees from other services and former members not currently enrolled in DEERS.
- Illegitimate child of a male sponsor, when paternity has not been judicially determined.
- Illegitimate child of sponsor's spouse, when the sponsor is a member of another Service.
- Navy and Marine Corps dependents residing in the Philippines.
- Abused dependents.