

## **Army ID Card COVID-19 Policy Changes**

The purpose of the Army ID Card COVID-19 Policy Changes Frequently Asked Questions (FAQs) is to provide clarifying information on ID Card Policy Changes ISO COVID-19 mitigation efforts.

These FAQs do not address policy changes for Common Access Cards (CAC). An upcoming change is expected for CAC card policy and clarifying guidance will be distributed in a separate FAQ.

### **1. My DoD ID card has expired or is expiring soon; what do I do?**

Through September 30, 2020, DoD will temporarily allow some cardholders to use an expired DoD ID card to access bases and benefits.

Uniformed Services ID Cards Uniformed Services ID (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/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 CAC or DS Logon account. TRICARE coverage is found within the "Medical, Dental and Pharmacy" drop-down under "the Benefits" tab.

### **2. What about my benefits and entitlements?**

Your benefits and entitlements will remain active even if the expiration date on the card is in the past. Most benefits and entitlements include:

- a. TRICARE/Medicare.
- b. Post Exchange (PX).
- c. Commissary.
- d. MWR.

### **3. Can I get through the post/installation gate with an expired ID card?**

YES, all ID cards should be verified electronically prior to being confiscated.

### **4. Is there an alternative to getting my ID card renewed?**

Yes. ID card renewal can be accomplished remotely or by mail-in, however contact your nearest ID card issuing facility to confirm availability and hours of operations. To check on the nearest ID card facility visit the RAPIDS site locator at <https://rsl.dmdc.osd.mil/rsl>.

**5. Can my child still get an ID card issued at age 10?**

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

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

No. Currently DOD is limiting issuance of ID cards down to a minimum. Once the COVID-19 pandemic is over you can go to your nearest ID card site for a card with your new name.

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

Yes. ID card issuance can be accomplished, however contact your nearest ID card issuing facility to see about availability and hours of operations. To check on the nearest ID card facility visit the RAPIDS site locator at <https://rsl.dmdc.osd.mil/rsl>.

**8. What if I have an incapacitated/secondary dependent, can they still get an ID card?**

Yes. If your dependent is already in the DEERS system, their cards will automatically be extended until 30 September 2020. If you need to do an initial enrollment of an incapacitated dependent or secondary dependent visit the DFAS website at <https://www.dfas.mil/>.

**9. When can I get my new CAC that is expiring soon?**

Common Access Cards (CACs) will not be re-issued prior to 30-days of expiration date. This is to minimize foot traffic at installation ID card sites (social distancing).

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

No. Re-issuance on all ID cards due to rank or grade changes (CAC or USID), is being suspended until the COVID-19 pandemic is over.

**11. Where can I go if I have questions about these policy changes?**

All information will be kept up to date at the CAC.MIL website <https://www.cac.mil/>. There are tabs at the top that cover CAC, USID, and Coronavirus.

**12. I need to enroll a new family member; what do I do?**

Through September 30, 2020, 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.

**13. I need to update my status; what do I do?**

Through September 30, 2020, 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.

**14 Is my local ID card issuing facility open?**

Your nearest ID card issuing facility can be found by using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/> and appointments can be scheduled using the RAPIDS FAQs (April2020) Appointment Scheduler 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 keeping their hours and availability up to date on these resources, as well as local phone lines and websites.

**15. My local ID card issuing facility is closed; what do I do?**

Common Access Cards Transactions related to the CAC typically must be performed in person, including PIN resets and renewal/reissuance. Please use the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/> and RAPIDS Appointment Scheduler at <https://rapids-appointments.dmdc.osd.mil>, to find the next ID card issuing facility nearest you.