

**Exemptions to Policy  
In Response to COVID-19**  
*(all exemptions expire 31 Aug 2020)*

1. Expiration dates: USID cards will remain valid that expired on or after January 1, 2020 through August 31, 2020.
  - a. This does not apply to children turning age 21. If your child is attending college full-time, contact your local ID card issuance site. For secondary dependency information for incapacitated children, visit DFAS website at <https://www.dfas.mil/> or call Air Force Secondary Dependency (317) 212-8049.
  - b. Common Access Card (CAC) will not be re-issued prior to 7-days of expiration date, or determined locally per installation mission capability.
2. Printed information on all ID cards: CAC or USID card will not be reissued for the purposes of changing information printed on the card.
  - a. No re-issuances on all ID cards to reflect new promotion (grade/rank), including
  - b. Last names changes due to marriage or divorce.
3. Increased minimum age for all ID card issuances requirement from age 10 to 14.
4. Mobilized Reserves (includes ANG) and their eligible dependents continued use of the Reserve USID card to obtain active duty benefits.
5. DoD civilians transferring between components (i.e., Air Force to Army) will retain existing CAC, no re-issuance.

**Requesting family member DEERS enrollment  
and other DEERS updates remotely by eMail,  
Fax, Online, or Mail**

1. Documents supporting request to determine eligibility as listed below. For a complete listing of acceptable eligibility documents, refer to AFI 36-3026, Vol 1, Attachment 5, page 310.

Lawful spouse – Photo ID, Marriage cert & SSN card, Birth certificate, or court order

Legitimate Child (newborn of marriage) – Birth certificate, SSN card (if available)

Stepchild – Child & Parent Birth certificate, Parent Marriage certificate & SSN card (if available)

Student (age 21-23) – Proof of full-time school enrollment at an accredited college

100 Percent Disabled Veteran – VA letter with 100% disability, DD Form 214 indicating Honorable or General discharge. Less than 100% do not warrant Military ID card, unless unemployed due to disability; VA provides VHIC for shopping privileges.

Divorce – Refer to Air Force Former Spouse Eligibility Determination Tri-fold for 20/20/20 or 20/20/15. Call TFSC 1-800-525-0102 for additional information.

## 88 MPF/Customer Support

Contact information:

Please email all supporting documentation and inquiries to [88mss.dpmc@us.af.mil](mailto:88mss.dpmc@us.af.mil)

Please mail required documentation to  
2000 Allbrook Dr. Wright-Patterson AFB, OH  
45433

## Useful Websites & Contact Information

DoD Reference Center

- Information on all ID cards, [www.cac.mil](http://www.cac.mil)

ID Card Online (IDCO)

- Update contact/personal information to include your email address update on your CAC

- Create DD Form 1172-2

[https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service)

ID Card Site Locator

<https://rsl.dmssc.osd.mil/rsl>

ID Card Appointment Scheduler

<https://.rapids-appointments.dmdc.osd.mil>

MilConnect Portal

- Obtain proof of health care coverage

<https://milconnect.dmdc.osd.mil/milconnect/>

DoD DEERS Beneficiary Helpdesk

(800) 538-9552

Air Force Total Force Service Center (TFSC)

(800) 525-0102

## In Response to 2019 Novel Coronavirus (COVID-19) ID Card Services

*This trifold expires 31 Aug 2020, and may warrant additional modifications without notice based on DoD policy.*



Trifold current as of 6 April 2020  
(expires on 31 Aug 2020)

Questions , contact local ID card issuance site at  
<https://rsl.dmssc.osd.mil/rsl>