

Frequently Asked Questions

(12/2015)

(Please make sure everyone shows two forms of ID per ID card recipient)

Question 1. How do I schedule an appointment to get a new ID card?

Answer: Your nearest ID card issuing facility can be found by using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rs/>. (Ft. Leavenworth 913-684-2636-4452/4453/4496)
Once you have located your nearest Site, if the Site accepts appointments, the Site's web page should include a link to an appointment scheduler. If a link for the scheduler cannot be located, please contact the Site using the contact phone number provided on the web page for assistance.

Question 2. May I use my expired id to obtain another id?

Answer: Yes, as of August 2015 an expired form of federal or state issued photo id may be used to receive a new identification card, as long as the primary source of federal or state issued photo id is unexpired. Also we are no longer able to accept two CACs as the forms of id to obtain a new CAC, there must be another source of federal or state issued photo id along with the CAC to receive the updated CAC.

Question 3. Do I need an appointment?

Answer: An appointment is preferred but you don't need an appointment for emergencies i.e.... lost/stolen ID, CAC stopped working, expired ID or expiring on the weekend, locked or blocked pin number reset. Please remember all appointments still have priority and the ID/DEERS section may stop walk-ins due to system complications or an extreme volume of customers. **Please have the lost ID report filled out and signed by a security officer before receiving a new CAC.**

Question 4. Does my sponsor need to be present?

Answer: The sponsor needs to be present for each dependent identification card received unless an 1172-2 has been signed by the sponsor prior to receiving the ID card (form only valid for 90 days from signature) or a valid POA (Power of Attorney) can be shown at the time of the ID card issuance. General POA or Special POA stating for DEERS updates.

Question 5. What is an 1172-2 and how do I obtain a copy?

Answer: An 1172-2 has a few purposes, it's an application for an ID card and a DEERS form verifying dependents. This form may be obtained through the Rapids Self-Service website for a new id card at https://www.dmdc.osd.mil/self_service/rapids if the Java settings on the computer and your CAC are up to date you may digitally sign the 1172-2. An 1172-2 form to verifying for housing can always be obtained on a walk in basis at the Ft. Leavenworth ID/DEERS office during business hours by the sponsor or someone with a valid Power of Attorney.

Question 6. How do I enroll my spouse? Newborn? Stepchild? Ward?

Answer: Locate your nearest RAPIDS site and the necessary eligibility documentation:

For Spouse : Marriage Certificate with state file number and state seal, birth certificate of spouse (English translation), social security card of spouse,(unless spouse hasn't applied for card due to non citizenship), and federal or state issued photo ID of spouse. (Originals or certified copies)

For Newborn: Birth certificate or hospital proof of live birth (for newborn less than 90 days old) and a social security card (the sponsor has 60 days to provide social security card). A child born to a male unmarried sponsor will need a court order that establishes paternity or a voluntary acknowledgement of paternity (obtained through court, hospital, or lawyer with signatures of both parents).**Stepchild:** Marriage Certificate, birth certificate, and social security card.

Ward: Court ordered document stating the sponsor has custody of the child for 12 consecutive months or more, birth certificate, approved favorable dependency determination through DFAS (Army service members excluded from DFAS document), and social security card. **Pre-adoption:** Document from placement agency (recognized by the Secretary of Defense) in the US or a US territory licensed for the purpose of adoption and, Child's birth certificate or placement agency letter, reflecting date of birth, and social security number is applicable. **Adoption (to switch child from pre adoptive to adopted child):** final adoption decree, final birth certificate naming sponsor as parent, and social security card.

Question 7. What do I need as a Disabled American Veteran to get a Commissary and Exchange Privilege ID Card?

Answer: The eligibility documentation needed for a Disabled American Veteran would be, A letter from the VA stating 100% disabled service connected or less authorizing Exchange and Commissary Privileges, DD Form 214 and 2 forms of ID with at least one showing DOB. One must be federal or state issued photo id.

Question 8. How long can my dependent stay in DEERS?

Answer: AFI36-3026_IP 4.1-4.4 Unmarried children are entitled to medical care by law until age 21 unless they marry or join the active service in the military. Once the unmarried child approaches the age of 21 they must be enrolled full time in an accredited institution of higher learning, and a letter from the school registrar certifying full-time course of study leading to an associate's degree or higher with an anticipated graduation date must be presented to extend the student in DEERS. A letter may also be retrieved on line for a small fee (www.studentclearinghouse.org)

Question 9. When does my dependent drop from DEERS or Tricare?

Answer: On the dependent child's 21st birthday if they are not attending school as a full time student. If attending school on the anticipated graduation date from the accredited school or 23rd birthday whichever comes first?

Question 10. My dependent isn't attending school at 21 or has turned 23, what happens now?

Answer: A dependent child that doesn't attend school full time at 21 or has turned the age of 23 may be eligible for the TYA (Tricare Young Adult Program) through Tricare. The sponsor needs to contact Tricare and sign the dependent child up for the program and with paid premiums may stay eligible until the age 26. (Link to TYA <http://www.tricare.mil/tya>)

Question 11. How do I make my parent my dependent?

Answer: Secondary dependency has to be determined through DFAS to make a parent, parent in law, legal custody ward or child over 21 with physical or mental dependency. All source documentation required and packets may be printed online (<http://www.dfas.mil/dfas/militarymembers/payentitlements/secondarydependency.html>).

Question 12. I don't have contact with the sponsor can I still receive an ID card?

Answer: If a sponsor passes away the active eligible dependent spouse or child becomes their own sponsor to obtain their identification card. If there isn't any communication with the sponsor and an active eligible dependent is in the need of an identification card a temporary card may be obtained.

Question 13. I am retiring how soon can I get my Retiree id or start Tricare?

Answer: A Sponsor that has retirement orders or DD 214 may obtain a retiree id up to 120 days prior to retirement, but there are a few things you should know. The Active duty ID must be surrendered to receive the DD Form 2 (Retired), and a Tricare waiver should be signed acknowledging the retired segment will also be in DEERS which may cause confusion to medical billing. If you will still need use of the CAC and would like to input your Retiree Tricare segment into DEERS, the segment should be done no earlier than two weeks. The sponsor won't receive a retiree id (the CAC will be disabled if new card is received) until the date of retirement or after (any available family member may receive updated ids also at that time).

Question 14. Am I entitled to an ID card as a Civilian Retiree and what do I need to bring?

Answer: Yes, civilians who have retired from any DoD Service Component or Agency may receive a chip less CAC (the card is renewable every 4 years). Civilian retirees from other Federal agencies are not eligible. (Example: VA and State employees). The chip less CAC provides someone with trusted credentials to establish their identity and affiliation, but not all military installations allow retired civilian's access to MWR facilities. A retired civilian will need their SF-50 along with two valid forms of identification (one being federal or state issued photo id). If the retiree hasn't recently retired please call to check current DEERS status (SF-50 may not be needed).

Question 15. What is the number to Tricare?

Answer:

West-United Healthcare 1-877-988-WEST (1-877-988-9378)

North-Health Net 1-877-TRICARE (1-877-874-2273)

South-Humana Military 1-800-444-5445

Tricare Reserve 1-800-555-2605