Important Information Regarding DEERS and ID Cards During COVID-19

In response to COVID-19, the Department of Defense (DoD) has approved several immediate **temporary** exceptions to policy related to CAC and DoD ID cards to ensure ID Card offices are postured to maintain continuity of operations, and to minimize the number of non-essential required visits at DoD ID card offices. The following guidance is in effect through September 30, 2020.

Common Access Cards (CAC)

CAC transactions shall be limited to initial issuance or reissuance of an expiring CAC within 30 days of expiration;

- If your CAC expired on or after April 16, 2020, you can rekey it online from a computer that has a CAC reader. You must do this within 30 days of the expiration date.
- After completing the required steps, your card will be good through Sept. 30, 2020. You don't have to visit an ID card office until later.
- If your CAC has expired and you are outside the 30-day window, you will have to visit an ID card issuing office to get a new one.
- CACs shall not be reissued due to printed information changes such as promotions and name changes.

Uniformed Services ID Cards (USID)

If a cardholder's affiliation is unchanged, retiree and dependent cards which expired on or after January 1, 2020, are authorized for continued benefit use through September 30, 2020.

- Remote USID card renewals and reissuance shall be expanded
  - ✓ ID cards will **not** be issued remotely through this process within Commissioned Corps Headquarters. Contact your local ID card office for guidance.
- Remote family member enrollment/eligibility updates are authorized.
  - ✓ Contact the Commissioned Corps DEERS Project Office at phsdeersgibill@hhs.gov for guidance.
- Remote USID card initial issuance for first-time issuance or replacement of lost/stolen ID card is authorized.
  - ✓ ID cards will **not** be issued remotely through this process within Commissioned Corps Headquarters. Contact your local ID card office for guidance.
- All remotely-issued USID cards shall be issued with an expiration date not to exceed one year from the date of issuance.
- The minimum age for initial USID card issuance is temporarily increased from 10 to 14 years

The Defense Enrollment Eligibility Reporting System (DEERS) will continue to be the authoritative source to verify statutory eligibility for DoD Healthcare and other benefits.

Commissioned Corps officers should send their questions to phsdeersgibill@hhs.gov.

INFORMATION ON

CERTIFICATE REKEYING

Cardholders may use ID Card Office Online (**https://www.dmdc.osd.mil/self_service**) to rekey their CAC certificates through September 30, 2020.

How do I update my certificates?

- Step-by-step instructions are available at **https://www.cac.mil/Coronavirus**.

Am I eligible?   All of the following must be true:

1. The CAC must expire within 30 days.

    - For example, a CAC that expires on 30 May 2020 can be updated starting on 1 May 2020.

2. The CAC must be unexpired when attempting to update the certificates.

3. The CAC holder must have an active affiliation which extends beyond the ID card expiration date. CAC holders can use ID Card Office online to check their Affiliation End Date (instructions available at https://www.cac.mil/Coronavirus).

    - Many Uniformed Service members and civilians have an affiliation with no defined end date ("UNKNOWN").
        - These personnel will automatically be eligible to use ID Card Office Online to update their certificates.

4. The CAC holder must use a computer that is properly configured to support ID Card Office Online certificate updates.

    - Any Operations that update your CAC require ActivClient 7.1 or higher, Java 8 update 144 or higher, and Internet Explorer version 7 or higher. Please ensure your computer meets these minimum requirements

Whom do I contact if I have problems?

- If ID Card Office Online gives you an error message when trying to rekey your certificates, you should contact the cchelpdesk@hhs.gov