

Frequently Asked Questions

-At what age does my child require an ID card?

A dependent child is required to have an ID card at age 10.

-When can I get an indefinite ID card?

When retired military members are eligible for Medicare (at age 65), they can bring their Medicare card in and update their coverage information. When that's completed, their ID card will reflect an expiration date of "INDEF" on front and back.

For the military members' spouses, they can receive an INDEF ID card at age 75. However, their Medicare information still needs to be updated in the DEERS system at age 65.

-How do I enroll a dependent in DEERS?

First, dependency determination needs to be done; paperwork can be picked up at building 180, the Customer Support Element, the DEERS office, or printed from this website. That paperwork will need to be completed and turned in to the sponsor's finance office along with any other required documents. They'll produce a Letter of Eligibility. Bring the Letter of Eligibility to the Customer Support Element along with a birth certificate, another form of ID, Social Security card, and any legal documentation that may be required.

-What benefits am I entitled to and for how long?

An individual who was married to a member of a Uniformed Service for 20 years or more AND the military member has at least 20 years of service creditable towards retirement, AND the marriage overlapped 20 years of the military member's service, then that individual falls under the "20/20/20" rule.

If the overlap is at least 15 years but less than 20 years, then that individual falls under "20/20/15" rule.

As long as the former spouse has not remarried, he or she is eligible for medical care unless an employer-sponsored plan is obtained. Once he or she drops that plan, medical coverage can be restored.

Former spouses under the "20/20/20" rule are eligible for life while as long as they do not remarry and as long as they have not received any employer coverage. This includes Commissary, Exchange, and MWR usage.

Former spouses under the “20/20/15” rule are eligible for medical coverage for 1 year from effective date but this does not include Commissary, Exchange, or MWR usage.

-How do I get certificates put on my CAC?

Once you have an e-mail address assigned to you through your Workgroup Manager (WGM) that reflects your current base of assignment, we can upload your card with that address. This update will give you the certificates you need for computer usage.

-What can damage my CAC?

Magnets and physical damage will deactivate the chip. Some cell phones have magnetized batteries so beware of storing them together.

-If I'm retiring or separating, when should I update DEERS and when do I get a new card?

Due to the changes in medical coverage, we suggest you make this update no earlier than 1-2 weeks prior to your separation/retirement date. If this is not the case, we prefer you wait until the day of your separation or retirement. Once the update has been done then ID cards can be issued for the sponsor and family members.

-If I get married en-route, whom do I need to see to update DEERS?

During your in-processing briefings, the Finance Office will collect that information; they DO NOT share it with DEERS. Therefore, it's the member's responsibility to update DEERS by coming to the Customer Support Element with the required documentation. MILPDS updates will also be done at that time.

NOTE: Here at Hill AFB, we can do most DEERS updates, however if you are not active-duty Air Force, MILPDS updates will need to be done at your home base MPF/Customer Support Element. We can only update active-duty members assigned to Hill AFB.