

## **Fort Wainwright DEERS; Identification Card Office**

Update for May 2012

### **WELCOME TO DEERS/ID CARDS**

Welcome! The DEERS/ID Card Office is located in BLDG 3401 (Santiago Avenue), RM 125 in Fort Wainwright. Office hours are Mondays-Fridays from 0800-1630. We sign-in our last customer at 1610. We open on Training Holidays and close on Federal Holidays. Phone: 907-353-2195; Fax: 907-353-2266

The DEERS/ID Cards Office has an [online appointment system](#). The website is available for all ID card customers including active duty, family members, retirees, civilians and contract employees.

For your convenience and to alleviate waiting time, please go to the following website to set up for an appointment with the DEERS/ID Cards office:

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

Appointments are highly recommended. To avoid the possible wait, schedule an appointment and be seen within minutes of your scheduled time.

### **Cancel/Reschedule Appointments**

Customers will need to know their confirmation number to cancel/reschedule an appointment. Please keep a copy of your appointment confirmation page. If more than fifteen minutes late for your appointment, you will need to reschedule or be seen as a walk-in.

### **Walk-In Customers**

All walk-in customers are seen on a first come, first serve basis. Wait times for walk-ins can be over 2 hours depending upon the number of customers waiting for service. Walk-in customers on standby may not be seen by close of business.

### **1st Stryker Brigade Combat Team, 25th Infantry Division Soldiers**

All Soldiers from 1/25th SBCT needing a new military ID card must go to Building 1555

### **Identification**

All customers must have two (unexpired) forms of ID to get a new ID card made. This applies to all customers, including children over 10 years of age. Customers who are 18 years and older must provide at least a state or government issued photo ID.

### **Acceptable Forms of Identification**

To see a list of acceptable forms of identification go to <http://uscis.gov/files/form/i-9.pdf> and look for Form I-9.

### **Power of Attorney**

If your Military Sponsor is unable to accompany you to your visit, a valid "General" or "Special" Power of Attorney will allow you to conduct business on your sponsor's behalf. You may also provide a signed & verified DD Form 1172.

### **Renewing CAC or dependent ID cards**

You may renew your CAC or Dependent ID Card 30 DAYS prior to the expiration date on the card. Sponsor or Spouse with Power of Attorney, Current ID Card, and an additional form of ID is required. If sponsor is not available, the dependent must have a current DD Form 1172 signed by the sponsor or a Power of Attorney.

Requirement of two forms of ID applies to all customers, including children over 10 years of age. Customers who are 18 years and older must provide at least a state or government issued photo ID. See Form I-9 for acceptable forms of ID.

### **PIN Resets**

If your card is blocked or locked out, you may require a CAC Pin Reset. CAC Pin Reset is handled on a walk-in basis only; no appointments are needed. CAC Pin Resets can also be taken care of at 507th Signal located in BLDG 1061 (phone: 353-7005). Bassett employees can also go to the Bassett IMD Help Desk on 2<sup>nd</sup> floor (phone: 353-5055).

### **Lost/stolen ID cards for Soldiers/Civilians/Contractors**

Soldiers E-4 and below: must have a counseling statement signed by an E-7 or above, MP Report and 2 valid forms of ID. Soldiers E-5 and above, Civilians and Contractors: must have 2 valid forms of ID and MP Report. See Form I-9 for acceptable forms of ID.

### **Lost/stolen ID cards for Dependents**

Dependents must have an MP Report, 2 forms of ID (one form of ID must be a federal or state issued photo ID), sponsor must be present and or a Special or General Power of Attorney or DD Form 1172 signed by the sponsor. Requirement of two forms of ID applies to all customers, including children over 10 years of age. Customers who are 18 years and older must provide at least a state or government issued photo ID. See Form I-9 for acceptable forms of ID.

### **Adding a Spouse to DEERS**

When adding a spouse to DEERS, BOTH, the Sponsor & Spouse must be present WITH the following documents: Marriage Certificate, Birth Certificate, Social Security Card with new name or official document from the Social Security Office (2 pages) & photo IDs. All documents must be originals or certified copies. If spouse cannot be present, sponsor will need to give spouse a power of attorney. The spouse will be able to enroll themselves into DEERS. Go to [www.dmdc.osd.mil/rs1](http://www.dmdc.osd.mil/rs1) to locate nearest DEERS/ID Cards Office.

### **Adding Dependent Child(ren)**

Sponsor or Spouse with power of attorney must bring hospital proof of birth (within 30 days of birth) or birth certificate into DEERS to enroll a newborn. The Sponsor or Spouse will need to bring the newborn's social security card into DEERS within 90 days of birth to update the newborn's record or health care can be suspended.

### **Full Time College Student**

In addition to Renewing a Dependent ID Card requirements, all full-time college students must bring enrollment verification from their school registrar's office stating that they are enrolled full time in an accredited college in pursuit of an Associate

**Full Time College Student (continued)**

Degree or higher with a tentative graduation date to have dependant benefits. If unable to obtain a registrar's letter from the school, you can also go to the National Clearing House website and print out a Verification Enrollment. Website is <http://www.studentclearinghouse.org/>

**TRICARE Young Adult (TYA)**

TYA includes medical and pharmacy benefits, but excludes dental coverage, MWR, Commissary or PX privileges. Sponsors must verify dependent eligibility with their TRICARE office. Once verified by TRICARE, call DEERS Office to confirm eligibility. Follow instructions for Renewing a Dependent ID Card.

**Children Born Out Of Wedlock**

Female Sponsors: Birth Certificate and social security card.

Male Sponsors: Court order establishing paternity or a State VAP (Voluntary Acknowledgement of Paternity) Form, Birth Certificate with Sponsor's name and Social Security Card.

**Parent Enrollment**

You will need to provide a DFAS letter of approval, Service Members Birth Certificate & a valid Photo ID. A photo ID of the parent will need to be provided as well as the Social Security Card.

**Parent In-Law Enrollment**

Dependent Parent In-Law: You will need to provide a DFAS letter of approval, SPOUSES Birth Certificate, Social Security Card & a valid Photo ID; Parent In-Law's Social Security Card, Marriage Cert, and Valid Photo ID.

**Enrolling Dependent Ward**

You will need to provide Court Document placing the child in the member's household for 12 months or more, Birth Cert and Social Security Card. Please note that all documents must be translated into English and certified.

**Civ Deploying Overseas or Emergency Essential**

Civilians deploying overseas or emergency essential must bring 2 current forms of ID issued by state, federal or local government. Also, bring DD Form 2365. Form must be properly filled out or it may be rejected.

**Contractors Deploying Overseas**

Bring two current forms of ID issued by state, federal or local government; SOFA Agreement; SPOT LOA; and DD Form 1172-2 requesting the overseas card. Forms must be properly filled out or they may be rejected.