

### ***1. Where are you located?***

We are located in Building 537, Room 101.

Our physical address is 620 O'Malley Road, Bldg 537, Patrick AFB, FL 32925

### ***2. What is your telephone number?***

Our telephone number is 321-494-6144 or 321-494-6147

### ***3. What are your hours of operation?***

We are open between 7:30 am - 4 pm, Monday thru Friday. We are closed on all federal holidays. We are also closed the third Friday of every month for base-wide training.

### ***4. What if I don't live near Patrick AFB?***

#### ***Are there other locations that issue ID cards?***

Yes, if you don't live near Patrick Air Force Base, you can visit: <http://www.dmdc.osd.mil/rsl/owa/home> to find an ID card issuing office.

### ***5. My ID card is about to expire, how soon can I get a new one?***

You can renew your ID card 30 days prior to the expiration date. If you will be out of the country within the 30-day grace period, we can issue one early.

### ***6. What is required to renew my ID card?***

Two forms of ID are required to obtain an ID card. Acceptable forms of ID are: current military ID card, driver's license, social security card, voters registration card, VA hospital card.

### ***7. Does my sponsor need to accompany me to renew my dependent ID card?***

The sponsor must be present with the family members to renew their ID cards. If the sponsor is not available, we can accept a notarized DD Form 1172 (*not to exceed 90 days from issuance*) or a power of attorney stating the family member can get an ID without the sponsor being present.

### ***8. My sponsor is deployed and my ID card has expired. My sponsor did not leave me with a notarized DD Form 1172 or a power of attorney. How can I get an ID card?***

We can issue you a 90-day temporary ID card, but you will need to contact your sponsor and have him/her provide you with a notarized DD Form 1172 or power of attorney before we can reissue you another one.

### ***9. Me and my spouse are separated, and I don't know where he/she lives. My ID card has expired. How do I get a new ID card?***

If you are still married, your sponsor is required to provide you with a military ID card. We will issue you a 90-day temporary ID card. We will send your sponsor a letter stating you came by to get a new ID card. The sponsor has 30 days to respond to our letter. If the sponsor doesn't respond within the 30 days, we will go ahead and issue you a new ID card.

### ***10. I just got married, how do I enroll my spouse in DEERS?***

To enroll your new spouse into DEERS, the sponsor will need to accompany the spouse and the spouse will need to bring the following: marriage license, birth certificate, social security card, driver's license. If sponsor was previously married, the former spouse will need to be removed from DEERS before the new spouse can be issued an ID card. You will need to bring your divorce decree with you. If the divorce has not been reported to DEERS and the former spouse removed from DEERS, an ID card for the new spouse cannot be issued until a divorce decree is provided to remove the former spouse.

### ***11. Me and my spouse just divorced. Is he/she entitled to any military benefits?***

Spouse will get full military entitlements, if the family has been married for at least 20 years, the sponsor performed at least 20 years of credible service AND there was at least a 20-year overlap between the marriage and the years of service. This is called the 20/20/20 rule. Concerning medical care, if the former spouse is covered by an employer-sponsored health care plan, medical care is not authorized. However, when the former spouse is no longer covered by the employer-sponsored plan, military medical care benefits may be reinstated upon application by the former spouse. If a 20/20/20 former spouse remarries, eligibility for the benefits is terminated. If the subsequent marriage is ended by divorce or death, commissary, base exchange and theater privileges may be reinstated. Medical care cannot be reinstated. Spouse will get limited military entitlements when has been married for at least 20 years, the sponsor performed at least 20 years of credible service AND there was at least a 15 year overlap between the marriage and the years of service. This is called the 20/20/15 rule. These 20/20/15 former spouses qualify for medical benefits for one year from the date of the divorce, dissolution or annulment. If the former spouse is covered by an employer-sponsored health care plan, medical care is not authorized. When the former spouse is no longer covered by the employer-sponsored plan, military medical care benefits may be reinstated. However, any reinstatement cannot extend beyond the original one year entitlement. Former Spouses who were not at least "20/20/15" spouses do not qualify for any entitlements.

### ***12. How do I enroll my newborn child into DEERS?***

The sponsor will need to bring the child's birth certificate and social security card (if available). If social security card is not available, a 90-day temporary number will be auto-generated from DEERS. Non-military spouse can't enroll child into DEERS without power of attorney from sponsor.

### ***13. How old does my child have to be to get an ID card?***

ID cards are issued for children 10 yrs and over. ID cards will be issued to children under 10 yrs, if the child is from a dual military family or from a single parent family.

### ***14. I have a child who is attending college. At what age does their military ID card expire?***

ID cards expire for children the day before their 21st birthday. Extended coverage will go to the day before their 23rd birthday, as long as the child is a full-time student at an accredited college.

### ***15. How does my 21 year old child obtain an ID card to their 23rd birthday?***

The sponsor will need to accompany the child. The child will need to bring two forms of ID and a letter from the school on school letterhead stating the child is a full time student. The letter must also state the anticipated graduation date.

***16. I heard on the news that healthcare has been extended for children until age 26. Does this apply for TRICARE too?***

At this time, extended health care for children has not been extended to 26 under the TRICARE program.

***17. I received a letter from the VA stating that I have been awarded a 100% disability rating. How do I obtain an ID card for BX and commissary privileges?***

You will need to bring the letter from the VA, social security card, drivers license, and your DD Form 214.

***18. I am a 100% disabled veteran. Can my family members get ID cards?***

Yes. Spouse will need to accompany the sponsor. Spouse will need to bring marriage certificate, birth certificate, social security card, and driver's license.

***19. I am a reserve retiree. What do I need to do to get my permanent retiree ID card?***

On your 60th birthday, you should receive retirement orders from the reserves. You will need to provide the retirement order, current ID card and another form of ID. Your ID card will change from red to blue.

***20. I am a contractor going overseas.***

***What do I need to do to get a CAC card?***

You will need to provide us with a copy of your Letter of Authorization. Check with your company's Trusted Agent to get this. You will also need to provide two forms of identification.

***21. I am a contractor and I am not going overseas.***

***What do I need to do to get a CAC?***

First, confirm with your Trusted Agent that they have updated your contract end date in the Contractor Verification System. If updated, you will need to bring two forms of identification.

***22. My spouse has passed away. What do I need to do?***

You will need to bring the death certificate in, so we can terminate the sponsor's record. Also, bring two forms of identification as you will receive a new ID card.

***23. As a widow/widower, how long will I be entitled to a military ID card?***

You will be entitled to a military ID card as long as you don't get remarried.

***24. I am turning 65, and I am about to go on MEDICARE Part B.***

***What do I need to do?***

Once you receive your MEDICARE Part B card, you will need to provide us with that. You will also need to bring two forms of identification.

***25. At what age do I get an indefinite ID card?***

Sponsors get an indefinite ID card at age 65. Spouses get an indefinite ID card at age 75.

***26. How long are dependent ID cards issued for?***

Normally, dependent ID cards are issued for 4 years. The expiration date can vary depending on the military sponsor's date of separation, college-aged children, MEDICARE Part B eligible members.

***27. How do I get a replacement ID card if mine was lost, stolen, or misplaced?***

First, you must report it to the Security Forces Visitor Center (building 535). You will be given paperwork from Security Forces. You will need to provide us with the paperwork and two forms of identification.

***28. Do I need to make an appointment to renew my ID card?***

Yes, please call 321-494-6144 or 6147 for scheduling during business hours.

***29. Can I apply for a passport at Patrick AFB?***

The only passport applications that we can accept are for those members that are travelling on official government travel. To find locations nearest you where you can apply for a tourist passport, visit: <http://iafdb.travel.state.gov>

***30. I don't have an ID card, but need to shop and/or pick up medications for my incapacitated family member who has an ID card. What do I need to do?***

You will need to have your family member contact their doctor and provide you with a letter. The letter must state that you are the caregiver for the family member. It must state that the family member is unable to drive and that you need to shop/pick up medications for the family member. The family member will need to come with you. You will need to bring the letter and a picture ID. We will issue you a caretaker card. The card is good for one year. You will also need to contact Security Forces (bldg 535) to obtain a mission partner badge if you are not already an ID card carrying member.