

All Other Branches and Retirees

We do not have access to change AKO passwords or answer TRICARE questions. We only deal with DEERS updates and CAC issues (i.e. certificates, PIN reset, etc.)

182 AW Customer Service Hours of Operation for ID's and Other Pertinent Information:

AVAILABLE:
Thursday - by appointment only

ADDRESS: 2416 S. Falcon Blvd, Peoria, IL 61607

PHONE: Call 309/633-5181

Navy Operational Support Center (NOSC):

AVAILABLE:
Through the week - by appointment only

PHONE: Call 309/697-5755

ADDRESS: 7117 W. Plank Rd, Peoria, IL 61604

Other RAPID sites for DEERS updates or new ID can be found at <http://www.dmdc.osd.mil/rsl/owa/home>

To verify your address, telephone number, e-mail address or dependents listed in DEERS, go to MilConnect <https://www.dmdc.osd.mil/milconnect/faces/index.jspx> Address changes can be accomplished right on this website.

A dependent CANNOT make additions or changes to a member's DEERS record or be issued a dependent ID without either the military member being present, dependent having a Power of Attorney or a signed DD1172. If you are deployed, you can log on to https://www.dmdc.osd.mil/self_service/ with a CAC and digitally sign an 1172 and save it to that website. Contact your family member and let them know to tell the Customer Service representative that they have completed the form on line. Without this documentation, you will be turned away. This is the sponsor's responsibility to take care of this.

Dependent ID's are good for 4 years or until the end of the sponsor's ETS.

Military members and spouses receiving a military ID card are required to provide two forms of ID such as, but not limited to:

Driver's License	State ID	Social Security Card
Birth Certificate (Not a copy)	Passport	FOID Card

Children under the age of 14 that live with the sponsor and parents are married, will not be given an ID unless unique circumstances exist. Unique situations that may require an ID for a child under ten would be; parents never married and sponsor is deploying, grandparent has custody of the child while military member is deployed, etc.

Unmarried children under the age of 21 years that are fulltime students must provide a letter from the Registrar's Office of their College/University. The ID card will only be valid thru the projected graduation date specified on the letter or the 23rd birthday, whichever comes first. Bills and Schedules are not acceptable documentation.

ADDING A DEPENDENT CHILD: If you are adding a dependent child, you will need to bring the official birth certificate (or hospital certificate with attending physician signature) and social security card. For a

newborn, the social security card can be brought in at a later date when you receive it but not to exceed 90 days or benefits will automatically be suspended for the child. To add a **STEP CHILD** a certified birth certificate, SS Card and marriage certificate are required. (If you have TRICARE coverage, contact TRICARE directly to verify if you must complete additional paperwork to move your dependent from TRICARE standard to another TRICARE option.)

ADDING A SPOUSE: You must provide the marriage certificate from the court house with the raised seal, your spouse's SSAN card, birth certificate and a picture ID. System restrictions do not allow us to add a spouse without all of these items. (If you have TRICARE coverage, contact TRICARE directly to verify if you must complete additional paperwork to move your dependent from TRICARE standard to another TRICARE option.)

REMOVING A SPOUSE: You must provide a divorce decree or death certificate to remove a previous spouse, if applicable.

*** It is the member's responsibility to keep track of their CAC's expiration date. We cannot guarantee that we will be able to accommodate you if you call the day that your ID expires.

*** Military ID cards are government property, therefore, they must be turned in to Security police or Personnel when they expire or are no longer valid.

MILITARY MARRIED TO MILITARY: Children should be listed under both service members' records. Benefits will be assigned under only one parent with the consent of both.

LOSING A CAC/DEPENDENT ID CARD: You will go to security forces and fill out an AF Form 1168 with them. Then come to customer service and hand us the form with two forms of ID to get a new CAC/ID card.

RETIREE'S:

A retiree's ID card will become indefinite at the age of 65. Always look at the back of your ID card to see the medical expiration date!

A retiree's spouse's ID will be good for 4 years or until the end of the sponsor's contract. The card will become indefinite upon reaching age 75 unless the ID you received before will take you past your 75th birthday. At that time, your new ID will be indefinite.

Medicare - in order to process TRICARE for Life, all retirees must accept Medicare A & B in order for your status to be changed and you must have the Medicare card present at the time a new military ID is requested.

DISABILITY-You must bring your packet that states your 100% disabled with the date the disability started and your last DD 214 that states your last pay grade. You will also need two forms of ID and if you are adding dependents you will need the proper documentation (listed on this sheet).

To request a copy of your records you need to use a SF 180, we can print you out a copy of the SF 180 by request or you can use a search engine from your home computer.

ERRORS IN YOUR DEERS RECORD: Please understand that if your status is incorrect in the DEERS system, you must have supporting documentation for us to be able to change it. Example for a promotion not reflected in the system, you must have a copy of your promotion order; Activation status - Copy of your orders, etc . We only have the capability to change certain criteria. The programs do not always interface as they are intended. We are trying to assist you with the capabilities we are given.

DEATH OF A SPONSOR-Family members will go to <http://www.dfas.mil/retiredmilitary/survivors/Retiree-death.html>

And follow the guidance given. They must also bring in the death certificate to update the system accordingly. If the family member requires a new dependent ID, they will have to have their two forms of identification as addressed on page one.