



# 182d Airlift Wing Members



After receiving your new card, you will be required to load your new certificates on to your computer. Contact your CSA to assist you with this. Your CSA can also help you with your key recovery for encrypted e-mails.

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

182 AW members are asked to call 633-5181 to make an appointment for any day of the workweek, **EXCEPT Thursday.** Thursday's are reserved for retirees and other branches of service.

UTA weekends are for 182d members ONLY and appointments must be made in advance, no walk-ins allowed. To make an appointment please contact SSgt. Mayra Rocha at 633-6262 or email [182FSS.CSS.DSG@us.af.mil](mailto:182FSS.CSS.DSG@us.af.mil)

Members can now sign their own DD Form 1172-2 without coming to see customer service.

[https://www.dmdc.osd.mil/self\\_service/](https://www.dmdc.osd.mil/self_service/)

Other RAPID sites to update DEERS or obtain a new ID can be found at <http://www.dmdc.osd.mil/rsl/owa/home>. Ensure you contact them first to see what is required for your situation and if you need to make an appointment.

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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, ensure you have taken precautions to cover your dependent in the event that they lose their card, give birth to a child, etc. ( Ref Table 8.1 for removal of dependent without sponsor consent.)

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Dependent ID's are good until the end of the sponsor's ETS or a timeframe set by the system (3 or 4 years).

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

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

If you lose your Common Access Card (CAC), you must first go to Security Police to complete an AF 1168. -Children under the age of 14 that live with the sponsor will not be given an ID unless unique circumstances exist. -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 23<sup>rd</sup> birthday whichever is sooner. The update can only be made in DEERS when the student is present and receiving a military ID card.

## ADDING A DEPENDENT CHILD:

If you are adding a dependent child, you will need to bring the official birth certificate and social security card. 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** an official birth certificate (must contain the physician signature), Social Security card and marriage certificate are required to be presented. (If you have TRICARE contact them directly to determine if you need to complete paperwork to move the child from Standard to another TRICARE option)

## ADDING A SPOUSE (Four (4) required items):

You must provide the official marriage certificate (not the initial souvenir certificate given at the wedding), your spouse's SSAN card, spouse's birth certificate and a photo ID. System restrictions do not allow us to add a spouse without all four items. If obtaining an ID at a later time, they will need to bring two forms of ID. (If you have TRICARE contact them directly to determine if you need to complete paperwork to move the spouse from Standard to another TRICARE option.)

**Note: 182 AW members will also have to see their CSS to update MILPDS and First Sergeant to discuss if a family care plan is or is not required.**

**WHEN ADDING A SPOUSE TO DEERS YOU WILL AUTOMATICALLY BE ENROLLED IN FSGLI. YOU HAVE TO GO INTO MILCONNECT TO UPDATE YOUR SGLI AND FSGLI OPTIONS. IF YOU FAIL TO ENROLL THE SPOUSE IMMEDIATELY IN DEERS, FSGLI PREMIUMS WILL BE DEDUCTED RETROACTIVELY ALL THE WAY BACK TO DATE THE MARRIAGE STARTED. ADDITIONALLY, WHEN STARTING OR STOPPING AGR STATUS, CHECK BOTH SGLI AND FSGLI TO RESTORE YOUR PREVIOUS DESIGNATION. YOU WILL ALSO GO TO THE CPTF AND GIVE THEM A COPY OF THE MARRIAGE LICENSE.**

**REMOVING A SPOUSE:** You must provide the official divorce decree or death certificate to remove a previous spouse, if applicable, ref Note above. You will also have to see your CSS to update MILPDS and First Sergeant to discuss if a family care plan is or is not required.

**ADDING A SPOUSE OR DEPENDENT WHILE THE SPONSOR IS DEPLOYED OR NOT AVAILABLE:** When adding a dependent without the sponsor, the original DD 1172 MUST be presented to Personnel with the sponsor's original wet signature or digital signature on the form. The DD 1172 is required, in addition, to the other forms addressed above.

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

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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.

**If you have TRICARE, contact TRICARE directly if you have dependent changes. A dependent for an AGR is automatically enrolled in TRICARE standard. To move the dependent to TRICARE Prime Remote, you must take action within 60 days directly through TRICARE.**

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| <b>TRICARE North</b><br>Telephone: 877-874-2273<br>Website:<br>www.healthnetfederalservice.com | <b>Metlife</b><br>(Dental for Traditional's)<br>Telephone: 1-855-638-8371<br>Website:<br>www.mybenefits.metlife.com/tricare | <b>Active Duty Dental Program (ADDP)</b><br>(Dental for AGR's)<br>Telephone: 866-984-2337<br>Website: www.addp-ucci.com |
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**AWARDS AND DECORATIONS:** If you have missing Federal or State awards and decorations contact your CSS with your supporting documentation.

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**Each time you have a name change, change in dependents or e-mail change, in addition to updating DEERS, you must also go to your CSS to update or verify the family members is in MILPDS. Dependent changes may also require Family Care changes through your First Sergeant.**

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**ADDRESS CHANGES:** Ensure you update all of the following;

-DTS: Verify accuracy of all personal information  
-vMPF (vMPF link is available on the portal or <https://www.afpc.randolph.af.mil/afpcsecure>) - Update Record of Emergency Data (RED). Hit the submit button after you are finished making updates. If you do not hit submit the process and updated IS NOT COMPLETE!!!!

- A copy will be automatically loaded into PRDA and your electronic mobility folder.
- The change should automatically flow to MILPDS and the base telephone book (available on Sharepoint)
- By the following UTA, the CSS can verify that the change flowed through to MILPDS.

-After updating vMPF, the member should automatically be forwarded to the DEERS link <https://www.dmdc.osd.mil/appj/address/index.jsp> to update the information there also.

-MyPay (MyPay link is available on the portal) will also have to be updated.

--When this is updated, changes will automatically be forwarded through Finance, the Thrift Savings Plan, and MYBIZ (if you are a technician). Technicians should ensure their supervisor's record of employee contains current contact information.

--Visit Finance Customer Service if you have moved from one state to another, you will fill out a new tax document.

**\*Address changes for fulltime members will automatically flow through MyPay and vMPF to TSP. Finance and TPO have NO CAPABILITY to update this for you!**

**-Go to [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect) to verify any DEERS information!!!!**

-Government Travel Card - Contact Citibank directly (800-200-7056)

-If the address change affects billeting, contact Services, MSgt Sarah Markham at 633-5242.

-Go to the unit orderly room to update the IWS Alert Management System

**NAME, RANK, or TELEPHONE CHANGE:** Update your profile IN ALL OF THE FOLLOWING areas; ADLS, AF Portal, AFVEC, Citibank, LeaveWeb (if fulltime AGR), Sharepoint if applicable, vMPF, MilConnect

If you notice any information that has change or have any feedback in regards to this document, please notify MSgt Angela Rudd, 309-633-5538.