

Verifying and Updating DEERS Information

To register family members in DEERS and receive an ID card, Service Members must complete an *Application for Uniformed Services Identification Card and DEERS Enrollment* (DD Form 1172-2) and provide appropriate documentation.

To update DEERS, sponsors may need to provide documentation, such as Social Security numbers, active duty separation papers (DD Form 214), or Medicare cards. Each family member's eligibility record must be updated separately and only the Service Member may add or delete a family member to/from DEERS.

Note: If the sponsor is not available, family members can update DEERS with a valid Power of Attorney (POA).

You can verify and update DEERS in one of the following ways:

- **In Person:** You can search for an office near you by ZIP code, city or state by visiting the RAPIDS Site locator (RSL) at www.dmdc.osd.mil/rsl/. Call the office first to verify location and hours of operation. Documentation requirements are available on RSL. For questions on documentation, call the ID card facility.
- **By Phone.** Call the Defense Manpower Data Center Support Office at **1-800-538-9552**.
- **By Fax.** Fax change of address, e-mail or phone number to the Defense Manpower Data Center Support Office at **1-831-655-8317 or 831-583-2442/2449**.
- **By Mail.** Mail changes to the Defense Manpower Data Center Support Office. You must include supporting documentation if you are updating a family member's status:

Defense Manpower Data Center Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771

- **Online.** Visit the DMDCmilConnect website at <http://milconnect.dmdc.mil> and access your profile to update your mailing address, e-mail address and phone numbers online. A Common Access Card (CAC), DFAS Pin, or DoD Self-Service Logon (DS Logon) is required to access milConnect. To find out more about obtaining a DS Logon, click on the "Sign-Up Now" button on the right hand side of the screen at <http://milconnect.dmdc.mil>.

Documentation for DEERS Enrollment

Spouse, Child under 21 years of age. Original or certified copy of marriage certificate, birth certificate, Social Security card and DD Form 214 if prior military. If the child is illegitimate, then the Service Member must have a court order that establishes paternity and the child's birth certificate or an approved dependency and residency determination (requesting forms may be obtained from the ID card office). For a renewal, the Service Member must be present to sign the DD Form 1172-2 (ID card application); or the spouse must have the Service Member's power of attorney to sign for the Service Member in his/her absence; or the spouse must have a DD Form 1172-2 not more than 90 days old signed by the Service Member and verified by his/her servicing ID card office.

Child, Age 21-23. Child must be enrolled in college as a full-time student. A letter from the school certifying that the student is enrolled full-time must provide the start date and expected graduation date. Letter must be on school letterhead. The Service Member must be present to sign the DD Form 1172-2, or the student/spouse must have the power of attorney to sign for the Service Member. A valid DD Form 1172-2 must be signed by the Service Member's servicing ID card facility not more than 90 days old or a copy of the Service Member's deployment orders.

Newborns. All newborns must be added to DEERS as soon as possible. A hospital record of birth (signed by the attending physician) or a birth certificate is required. A social security card must be presented as soon as one is issued. The Service Member must be present to sign the DD Form 1172-2; or the spouse must have the Service Member's power of attorney to sign for the Service Member in his/her absence; or the spouse must have a DD Form 1172-2 not more than 90 days old signed by the Service Member and verified by his/her servicing ID Card Office. A copy of the deployment orders is required if the Service Member is deployed.

Incapacitated Child over 21 years of age. Required documents include: DD Form 137-5 which can be obtained from the ID card office; birth certificate; medical statement verifying the child's medical incapacitation is permanent or temporary; retirement orders (if Service Member is retired); letter from the social security office verifying whether the child is receiving social security benefits, and if so, whose social security number the benefits are being received under.

Parent/Parent-In-Law Dependency. Required documents include: DD Form 137-3, which can be obtained from the ID card office; Service Member's birth certificate if it is the Service Member's parent; spouse's birth certificate and marriage certificate if it is the spouse's parent. If the parent has medical problems, a medical statement is required. If the Service Member is retired, retirement orders or DD Form 214 is required in addition to the other documents already mentioned.

Rapids Site Locator website: [*www.dmdc.osd.mil/rs/*](http://www.dmdc.osd.mil/rs/)

Acceptable Identity Documentation

Documentation may come from group A, B or combination of both. One must be current photo ID.

Group A	Group B
U.S. military card	Certificate of U.S. Citizenship (INS Form N-560 or N0561)
Military dependents ID card	Certificate of Naturalization (NS Form N-550 or N-570)
Driver's license or ID card issued by a state or outlying possession of the US provided it contains a photograph	Foreign Passport
ID card issued by federal, state, or local government agencies or entities provided it contains a photo ID	Unexpired Reentry Permits (INS Form 1-327)
U.S. Passport	Unexpired Refugee Travel Document (INS Form 1-571)
U.S. Coast Guard, Merchant Mariner Card	School ID with a photograph
Permanent Resident Card or Alien Registration Receipt Card with photograph INS Form 1-151 or 1-551	Voter's registration card
Unexpired Temporary Resident Card (INS Form 1-688)	Native American tribal document
Unexpired Employment Authorization Card (INS Form I-688A)	Drivers license issued by a Canadian government authority
Unexpired Employment Authorization Document issued by the INS which contains a photograph (INS Form I-688B)	US social security card issued by the Social Security Administration
	Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
	Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the U.S. bearing an official seal
	U.S. Citizen ID Card (INS Form 1-197)
	ID Card for use of Resident Citizen in the US.(INS Form 1-179)
	Unexpired employment authorization document issued by the INS
	For persons under the age of 18 who are unable to present a document listed above:
	School record or report card
	Clinic, doctor or hospital record
	Day-care or nursery school record

milConnect and Electronic Correspondence

The milConnect website, located at <http://milconnect.dmdc.mil>, is the Defense Manpower Data Center's online portal that gives you 24/7 access to your information in DEERS.

What milConnect allows you to do:

- Receive alerts when a change in your benefit occurs.
- Access health care information about TRICARE, other health insurance, premiums, fees and claims (catastrophic cap and deductibles), and immunizations.
- Print proof-of-insurance/eligibility letter.
- Review and update (where applicable) personnel information.
- Review and update your Civilian Employment Information and your most recent Active Duty information if you're a Guard or Reservist.
- Update your display name for the DoD Global Address List (GAL).
- Update your duty information for the DoD GAL.
- Transfer your education benefits.
- Update contact information in DEERS instantly.
- Find answers to frequently asked questions.
- Review Servicemembers' Group Life Insurance information.
- View, print, and/or save eCorrespondence regarding benefits.

You can log on to milConnect's secure site by using a Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) user name and password, or DoD Self-Service Logon (DS Logon). Family members and those without a CAC or DFAS pin will need to sign up for a DS logon to sign into milConnect.

You may request a DS Logon online at <https://www.dmdc.osd.mil/identitymanagement> or click the "Sign Up" button on milConnect. You may also visit a TRICARE Service Center or a Veterans Affairs Regional Office to complete an in-person proofing process. Non-CAC holders who need a new ID card can visit an ID card-issuing facility and request a DS Logon at the same time.

By signing up for eCorrespondence, family members of National Guard and Reserve members can receive e-mail TRICARE notifications in place of mailed letters. E-mail notifications are sent when a new or replacement enrollment card is available, when a dependent child is near age 21 or 23, or when a PCM change has been reported. National Guard and Reserve Members on early alert or active duty automatically receive emails to their personnel/work email address.

Sign in to milConnect and choose the "My Profile" tab to enter your personal e-mail address and permissions for benefits notifications. Service Members who prefer to receive email notifications to their personal instead of their work email can also enter a personal email address and assign permission for use, but then will need to opt out of receiving notifications to their work email from the "My Profile" tab. To find out more about obtaining a DoD Self-Service Logon (DS logon), click on the "Sign-Up" button on milConnect.

Visit the milConnect website at <http://milconnect.dmdc.mil> for more information.



TOP REASONS I WOULD WANT TO VISIT milConnect:

I want to transfer my education benefits to my child, who is attending college soon.

HOW TO: Sign In, choose the **Education** menu item and select **Transfer of Education Benefits (TEB)**. Follow the directions for submitting a request. If you have questions, please refer to the **FAQs** or **Contact Us** tabs.

I'm moving and want to update my address in DEERS.

HOW TO: Sign In, choose the **My Profile Information** menu item and select **Update Address**. Enter your new contact information and select **Submit All** at the bottom. If you're the Service Member and your work address has changed, make sure to select the **Work Information** tab and update that information too.

I need proof of health coverage for my daughter who is going to college in the fall.

HOW TO: Sign In, choose the **Health Care** menu item and select **Proof of Insurance**. Select the family members the letter applies to and click **Generate**.

I want to know which TRICARE I'm enrolled in.

HOW TO: Sign In, choose the **Health Care** menu item and select **Medical/Dental/Pharmacy**. View your coverage for Medical, Dental and Pharmacy by choosing the corresponding tab. If you're enrolled in other government programs or special coverage, these tabs will also be available.

I'm moving and need to change my Primary Care Manager.

HOW TO: Sign In, choose the **Beneficiary Web Enrollment (BWE)** link located on the right side. Once you're in the BWE application, you will be able to update your Primary Care Manager information.

I'm turning 65 soon and need to know how it will affect my health coverage.

HOW TO: Before you Sign In, there is a section labeled **Life Events That Impact Your Benefits**; choose **Medicare**. Click on the different Medicare-related information to find out how Medicare affects you.

I can never find important letters I get in the mail; I'd rather print them online.

HOW TO: Sign In, choose the **eCorrespondence** menu item. Current letters available to view, print or save include the TRICARE welcome letter with enrollment card, and benefit notifications (child turning 21 or 23).

I lost my enrollment card and want to reprint it.

HOW TO: Sign In, choose the **eCorrespondence** menu item. Your TRICARE welcome letter and enrollment card is available to view, print or save.

I'm preparing for a life-changing event (getting married/having a baby/getting divorced) and I want to know what I need to do to ensure my benefits are correct.

HOW TO: Before you Sign In, there is a section labeled **Life Events That Impact Your Benefits**; choose the section that applies to you to find out how these life changing events affect your benefits, and what you need to do to make sure your benefits stay current.

I want to ensure my spouse knows what to do when I pass away.

HOW TO: Before you Sign In, there is a section labeled **Life Events That Impact Your Benefits**; choose **Death of Family Member** to help answer some of the questions you may have about who to contact and what actions must be taken to maintain your spouse's military benefits.

I want to check my DEERS record before I am deployed.

HOW TO: Sign In. It is a good idea to check that you and your family members have the correct health care coverage (listed in the **Health Care** menu item) and address (listed in **My Profile Information**). You may also want to check your **Personnel and Life Insurance** information before you go on deployment.

<http://milConnect.dmdc.mil>