

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 Card, 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 and/or from DEERS.

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

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 \(RSL\) website](http://www.dmdc.osd.mil/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 your local ID card office.

By Phone:

Call the Defense Manpower Data Center (DMDC) Support Office at 1-800-538-9552.

By Fax:

Fax change of address, email or phone number to the DMDC Support Office at 1-831-655-8317 or 1-831-583-2442/2449.

By Mail:

Mail changes to the DMDC 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 [DMDC milConnect website](http://www.dmdc.osd.mil/milconnect/) at www.dmdc.osd.mil/milconnect/ and access your profile to update your mailing address, email 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 *New User? Start here* button on the right-hand side of the screen on the website.

milConnect Electronic Correspondence

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

What Does milConnect Allow 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 and/or eligibility letter.
- Review and update personnel information.
- Review and update your Civilian Employment Information and your most recent Active Duty information if you are a member of the Guard or Reserves.
- 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) username 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 on [DMDC's My Access Center website](http://www.dmdc.osd.mil/identitymanagement) at www.dmdc.osd.mil/identitymanagement or click the *New User? Start here* button on the [milConnect website](http://www.dmdc.osd.mil/milconnect) at www.dmdc.osd.mil/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 office and request a DS Logon at the same time.

By signing up for eCorrespondence, family members of National Guard and Reserve members can receive TRICARE notifications by email in place of mailed letters. Email 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 Primary Care Manager (PCM) change has been reported. National Guard and Reserve members on early alert or Active Duty automatically receive emails to their personal or work email address.

Service members who prefer to receive email notifications to their personal email instead of their work email can sign in to milConnect and choose the *My Profile* tab to

add their personal email address and permissions for benefits notifications. Once their personal email address has been updated, they will need to opt out of receiving notifications to their work email from the *My Profile* tab.