



Customer Support

94th Force Support Squadron
1342 Dobbins Place, Bldg 727, Room 1033
Dobbins ARB, GA 30069

Phone: 678-655-3835

Email:

94fss.fsmps.customerservice@us.af.mil

Effective: 12 October 2017

Hours: Monday, Tuesday, Thursday & Friday
Walk in: 8:00 a.m. - 10:00 a.m.
Appointments: 10:00 a.m. – 3:30 p.m.
UTA weekends: 8:00 a.m. – 3:30 p.m.
(Hours are subject to change)

****If we are at full capacity, we will close early.****

Appointments can be made at: <https://rapids-appointments.dmdc.osd.mil/>

Appointments are scheduled in 15-minute intervals per individual. Therefore, if scheduling appointments for family members, it is highly recommended that you schedule back to back appointments.

If you have any questions about our transition or scheduling appointments, you may contact the 94 FSS Leadership team at 678-655-4878 or 678-655-5674.

*******NOTE: Dobbins ARB Customer Support section has been experiencing a heavy volume of customers which have resulted to 2+ hours wait time. If we are at full capacity, we will close early to ensure that all signed-in customers are adequately assisted by close of business.**

To locate a DEERS office anywhere near you visit: <http://www.dmdc.osd.mil/rsi/appj/site?execution=e1s1>, type in your address and find the nearest location to you.

General Information:

To receive a military CAC card, dependent identification card, and/or retiree identification card, you must have **TWO** forms of identification, **NO EXCEPTIONS**. Credit Cards, Department stores and Store Warehouse I. D. cards (ex. Sam's Warehouse and BJ's Cards) are **NOT** acceptable. Each customer (over age 18) must have a valid/unexpired **STATE/FEDERAL PHOTO I.D.** as the first I.D.. First ID can only be used once. We do not accept two driver's license or driver's license and state ID with the same identification number. Please view the following list for proper forms of ID. (I-9 Identification list)

1st form of ID

State ID/Driver's License from DMV
(valid/unexpired).

Passport (valid/unexpired)
DoD I.D. Card (valid/unexpired)
INS card with photo (valid/unexpired)

2nd form of ID

Birth Certificate
Social Security Card

VA ID Card
Voter's Registration Card

Any foreign identification must be translated to English.

THE FIRST ID MUST BE A VALID/UNEXPIRED STATE/FEDERAL ID.
NO EXCEPTIONS!!

ALL DEPENDENTS MUST BE ESCORTED BY THEIR SPONSOR.

EXCEPTIONS: CURRENT AND SIGNED POWER OF ATTORNEY OR DD FORM 1172 PRINTED FROM A DEERS OFFICE WITH A VERIFYING OFFICIAL SIGNATURE AND SIGNED BY THE MILITARY MEMBER.

TRICARE

TRICARE Online (TOL) is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries and increase access to information for designated TRICARE physicians and support staff.

www.tricareonline.com

TRICARE North Region
(HealthNet)
1-877-874-2273

TRICARE South Region
(Humana)
1-800-444-5445

TRICARE West Region
(TriWest)
1-888-874-9378

TRICARE For Life
1-866-773-0404

TRICARE Retail Pharmacy Program
1-866-363-8779

Frequently Asked Questions

1. I lost my military I. D. card, what do I need to get another card?

Ans: If you are the military member with a CAC, you will need two forms of identification and a letter from your Commander/First Sergeant or a report from Security Forces (AF Form 1168) or the local police station – **NO EXCEPTIONS!!!** If you are the dependent you will need two forms of identification and the sponsor. If the sponsor cannot come with you to get a new I. D. card, you must have a DD Form 1172 signed by the sponsor and a DEERS (VO) or power of attorney. See **Identification list. See information above “All dependents must be escorted by their sponsor.”

2. I just got married, what information do I need to bring to Customer Support to enroll my spouse into DEERS and get an I.D. card?

Ans: They will need two forms of identification (see **Identification list above), their social security card, birth certificate and a marriage certificate. Enrolling them into DEERS is easy if the sponsor is present. If the sponsor cannot be present, they will also need a signed DD Form 1172 signed by the sponsor and a DEERS (VO) or power of attorney.

3. For some reason, my ex-spouse is still under DEERS for care, what do I need to remove them from my profile?

Ans: You need to bring in your divorce decree from the county (sealed/certified) and we can update your DEERS profile.

4. I am a 100% disabled American Veteran. What do I need to get a military I.D. card?

Ans: As a 100% disabled veteran, you need to have your DD Form 214, two forms of I.D. (see **Identification list) and the letter from the Veteran Administration Medical Center stating; “*This letter is to receive your commissary and benefit privilege card.*” If an ID card is requested for a dependent, further additional proof such as: (see items 2, 3 and 7).

5. I was in the military for 3 years, am I entitled to a military I.D. card?

Ans: You must have served 20 years in the armed forces or have a letter from the Veteran Administration (VA) stating you are a 100% disabled veteran in order to receive a military I.D. card. However, if you served several years in the service and still have a commitment in the In-active Ready Reserve Program (IRR) you may be entitled to a military I.D. card.

6. What is the age that Customer Support can issue military I.D. cards to children?

Ans: Age 10 is when dependent children can receive a military I.D. According to AFI 36-3026, several conditions warrant a child under the age of 10 years old to receive a military I.D. card:

- A. The child's temporary guardian lives away from the parent's duty station and must use a medical facility other than the one keeping the child's records
- B. The child is of a joint service couple or a single parent
- C. The child does not reside in the household or with an eligible adult family member
- D. The child's physical appearance warrants issue (for example, appears older than 10).

7. I recently got married and my new wife has two kids from her previous marriage, how do I enroll them in DEERS and get them I.D. cards?

Ans: You will have to bring each child's birth certificate, social security cards, and your marriage certificate. If the sponsor cannot be present, they will also need a signed DD Form 1172 or power of attorney.

8. My child is 21 and attending college. What do we need for them to continue their insurance benefits in DEERS?

Ans: You will need a letter from the National Student Clearinghouse, or the school's registrar office, on school letterhead, certifying full time enrollment in a course of study leading to an associate degree or higher, course start date and anticipated graduation date.

9. What is the age that I become eligible for an indefinite military I.D.?

Ans: Uniformed services family members and survivors of deceased personnel, who are age 75 and over, are now able to obtain a permanent United States uniformed services ID card. If you are already age 75 and over, and are currently in possession of a valid ID card, you may obtain the new permanent ID card on or after your 75th birthday or within 60 days of its expiration.

10. Will children now be eligible for TRICARE until age 26?

Ans: Yes. TRICARE Young Adult is a premium-based health care plan available for purchase by qualified dependents. When you purchase TRICARE Young Adult, you will have access to medical and pharmacy benefits, but dental coverage is excluded.

11. When I turn 65 years old, how soon can I get my updated retired military ID?

Ans: Medicare Organization updates our DEERS system the 1st day of the month that you turn 65 years old. Please call a DEERS location prior to your visit to ensure your record has been updated before making a trip to an office. If you received your Medicare card updating your status, you may bring the card and 2 forms of I.D. (**see list for proper Identification) to a DEERS location and receive a new retired military I.D. after confirming that the system has been updated with the Medicare information.

12. I am retired and need to get the new I.D. card for me and my family. When can I come in to get this done?

Ans: You may come in ON or AFTER your first day of retirement. A retirement order and/or DD Form 214 may be needed for system update if the information did not auto-populate. We cannot manually update your status before your effective date of retirement so coming in after the effective date will allow the system to update correctly for the natural flow of your benefits and entitlements.

Eligible Beneficiaries

You may qualify to purchase TRICARE Young Adult (TYA) coverage if you are:

- A dependent of an eligible uniformed service sponsor
- If your sponsor is a non-activated member of the Selected Reserve of the Ready Reserve or of the Retired Reserve, your sponsor must be enrolled in TRICARE Reserve Select or TRICARE Retired Reserve for you to be eligible to purchase TYA coverage.
- Unmarried
- At least age 21 but not yet 26 years old (*Note: If you were enrolled in a full course of study at an approved institution of higher learning and your sponsor provided 50 percent of your financial support, your eligibility may not begin until age 23*)
- Not eligible to enroll in an employer-sponsored health plan based on your own employment
- Not otherwise eligible for TRICARE program coverage
- For more info: www.tricare.mil/tva/

******NOTE:** Wait times are especially long during holiday seasons, summer months as well as school breaks. Unfortunately, this is a result of the closure of various military installations throughout Georgia. Although our hours of operation are generally Mon, Tues, Thur & Fri, 0800-1500, large volume of customers will cause us to close early, in effort to ensure that all signed-in customers are adequately assisted by close of business. Therefore, your patience, understanding and cooperation are greatly appreciated when you come to our office.

Below are listings of other Atlanta **DEERS** offices which are available to you as well by appointment:

Clay Army National Guard Center
199 Nimitz Dr. SE, Bldg 201
Marietta, GA 30345
(678) 569-5368

Center of Disease Control (CDC)
2400 Century Center Pkwy
Atlanta, GA 30345
(404) 498-1800

Gillem Enclave ID Card Office (Army)
1508 Hood Ave
Kane Hall, Bldg 714, Room A-104
Forest Park, GA 30297
(404) 469-7150

Ft. Benning Customer Service
(706) 545-4068/9085

Ft. Gordon Customer Service
(706) 791-1927/1930

Ft. Stewart Customer Service
(912) 767-4908/4061

Hunter Army Airfield
(912) 315-5726