

Customer Service (DEERS)

Q: How do I get an appointment to come get new I.D. cards for myself and/or my family

A: Mountain Home DEERS Office works on a walk-in basis only, no appointments necessary. Average wait time for a new I.D. card is consistently less than 10 mins. Our operating hours are 7:30 to 4:30, Monday thru Friday with the exception of Federal Holidays. With the DEERS software having periods of not being available we recommend you call first to make sure we are able to do I.D. cards, especially if you are travelling from a distant location.

Q: What do I need to get my lost CAC card replaced?

A: Once you have exhausted all efforts to recover your lost/stolen CAC card, the first thing you will need to do is contact your First Sergeant so that they can provide you with the Lost ID Card memorandum. Your next step is to take is the Lost ID Card memorandum to the Security Forces Law Enforcement Desk and fill out a police report. Bring a copy of the police report that Security Forces will provide to you along with two forms of I.D. (one needs to be photo I.D.) to the MPF Customer Service Office where we will issue you a new CAC Card.

Q: My Active Duty spouse is deployed and I have lost my dependent I.D. card. I do not have a power of attorney so what can I do to get my I.D. card replaced?

A: To obtain an ID card, members must provide 2 forms of ID, with the primary source document of a U.S. Passport, Foreign Passport, Driver's License, or Military ID. Second source document may include U.S. Social Security Card, birth certificate, Voter's Registration Card.

POAs are the best method of obtaining a dependent I.D. card in the Sponsor's absence. However, if you do not have a POA, call the Customer Service Office as there are other ways to obtain I.D. cards if your sponsor is not available. Customer Service can discuss those options with you to see if any might fit your situation.

For any questions or concerns, you may contact 728-2133.

Q: I want a second CAC Card so I can leave one at work to log into my computer, and one to carry in my wallet to get me through the front gate. Is there anything in writing to prevent me from having more than one CAC in my possession?

A: Yes, AFI 36-3026 clearly states in the very first chapter that individuals can only be issued one ID card for each specific category. For example, it is legal to have an Active Duty CAC card and a Dependent I.D. card if you are married to another Active Duty person. But you cannot possess two Active Duty CAC cards, or Two Dependent I.D. cards.

Q: Why does my CAC Card keep getting locked? Why can't you unlock it over the phone?

A: The security protocols of the ICC chip located in your CAC will lock your chip for a variety of reasons. The most common reasons are 1) If you enter your PIN Number incorrectly three times in a row, 2) If you put your CAC into a computer that the computer security settings are set higher than those of your CAC, 3) Certain CAC readers have a tendency to lock CAC cards more than others, 4) If you insert your CAC into a system that is already open by somebody else who has pulled their CAC from the reader without logging out, your CAC will lock (this is common in areas that share computers). Once you lock your CAC, you must come to the MPS Customer Service Section so we can unlock your CAC using the DEERS computers. We need to have you and your card present at the same time so we can do a fingerprint comparison to make sure you are the owner of the CAC before we unlock it for you.

Q: Why do I need to come get a new Retiree Card when I turn 65. Retiree cards should be indefinite.

A: Tricare ends for all recipients at the age of 65 by Federal Law. For those wishing to continue with the Tricare Supplement to Medicare, you must purchase Medicare Part B, which will allow the Tricare Supplement called Tricare for Life to supplement your Medicare Part B. If you do not purchase your Medicare Part B, then at the age of 65, you will no longer have any Tricare Benefits. Medicare becomes your primary insurance and Tricare is your Medicare Supplement (if you purchase Medicare Part B). You can read more on this subject on Tricare's Website. These rules apply not only to Retirees, but also their eligible Dependents upon their 65th birthday as well. We see a lot of confusion in this area mainly because if you call the Social Security Office and ask them if you must purchase Medicare Part B, they will tell you no. And technically they are right, but to remain eligible for Tricare for Life, the answer is a definite yes.