



PERSONNEL AND  
READINESS

UNDER SECRETARY OF DEFENSE  
4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

JUN - 2 2021

MEMORANDUM FOR SENIOR PENTAGON LEADERSHIP  
COMMANDERS OF THE COMBATANT COMMANDS  
DEFENSE AGENCY AND DOD FIELD ACTIVITY DIRECTORS

SUBJECT: Extended Policy Guidance for Identification Card Operations During the  
Coronavirus Disease 2019 Pandemic

Reference: Under Secretary of Defense for Personnel and Readiness Memorandum, "Policy  
Guidance Extension for Identification Card Operations for COVID-19,"  
September 8, 2020

In responding to the coronavirus disease 2019 (COVID-19) pandemic, the Department has demonstrated its commitment to ensuring the health and safety of all DoD personnel and beneficiaries and ensuring their continued access to healthcare and all authorized benefits. In view of the DoD's limited ability to return Identification (ID) Card facilities to normal operations while continuing to comply with local pandemic safety precautions, **I am extending the temporary policy guidance at the reference for Uniformed Services ID (USID) cards that expired between January 1, 2020 and July 31, 2021 only, through:**

- **August 31, 2021 for all Foreign Affiliates and their dependents;**
- **October 31, 2021 for dependents of Active Duty Uniformed Service members, and for Reserve and National Guard Uniformed Service members and their dependents; and**
- **January 31, 2022, for Retirees and their dependents, and all other populations.**

USID cards that expired before January 1, 2020 or after July 31, 2021 have not been extended and will not be accepted.

To optimize the DoD's capability to replace USID cards with expiration dates that were extended by pandemic policy guidance, the uniformed services and DoD Components that operate Real-time Automated Personnel ID System (RAPIDS) Sites in the United States shall:

- Consistent with Federal, State, Departmental, and local installation pandemic safety guidance, optimize operational capability at all ID card sites, to include Reserve and National Guard sites within existing operating schedules.
- Require all RAPIDS Sites to:
  - Maintain current hours and contact information on ID Card Office Online (IDCO). Any changes to hours or unanticipated closures should be updated to IDCO as soon as possible, with notifications sent to all appointment holders
  - Produce USID cards, or provide justification for exception.
  - Support cross-servicing
  - Support appointments and walk-ins for at least 8 hours per day, or provide justification for exception, to include scenarios where an installation commander has adjusted operating hours

- Return failed components and equipment within 2 working days of receiving a maintenance replacement and coming back online.
- Where required, exception justifications are due to the Service or Agency Project Officer within 30 calendar days of signature, and to the Defense Manpower Data Center (DMDC) within 45 calendar days of signature.
- Provide a monthly assessment of, and justification for, RAPIDS sites that do not issue an average of at least nine total ID cards (Common Access Card (CAC) and USID cards combined) per workstation per day. DMDC will provide latest available ID card issuance data the last day of the month; reports, where required, are due by the 15th of the month.

The following previously promulgated policy guidance for USID card operations remains in effect:

- If the cardholder's affiliation is unchanged, USID cards that expired on or after January 1, 2020 and on or before July 31, 2021, are authorized for continued benefit use through the above deadlines.
- Termination of cardholder affiliation with the DoD or termination of benefit eligibility shall be verified electronically prior to confiscating an expired USID card with an expiration date on or after January 1, 2020 and on or before July 31, 2021.
- Remote USID card renewals and reissuance shall be expanded.
- Remote family member enrollment/eligibility updates are authorized.
- Remote USID card initial issuance for first-time card issuance or replacement of a lost/stolen ID is authorized.
- The minimum age for initial USID card issuance has been increased from 10 to 14 years.
- Service-specific procedures for remote enrollment and ID card issuance are posted on [www.CAC.mil/coronavirus](http://www.CAC.mil/coronavirus), "DEERS Enrollment and USID Card Issuance During COVID-19."

The Defense Enrollment Eligibility Reporting System will continue to be the authoritative source to verify statutory eligibility to DoD Healthcare and other benefits.

My point of contact for this effort is Mr. Stephen Wellock, whom you may reach at 831-747-0597 or [stephen.m.wellock.civ@mail.mil](mailto:stephen.m.wellock.civ@mail.mil).

*Virginia S. Penrod*

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