



PERSONNEL AND  
READINESS

## UNDER SECRETARY OF DEFENSE

4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

APR - 7 2020

MEMORANDUM FOR CHIEF MANAGEMENT OFFICER OF THE DEPARTMENT OF  
DEFENSE  
SECRETARIES OF THE MILITARY DEPARTMENTS  
CHAIRMAN OF THE JOINT CHIEFS OF STAFF  
UNDER SECRETARIES OF DEFENSE  
CHIEF OF THE NATIONAL GUARD BUREAU  
COMMANDERS OF THE COMBATANT COMMANDS  
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE  
ASSISTANT SECRETARY OF DEFENSE FOR LEGISLATIVE  
AFFAIRS  
ASSISTANT TO THE SECRETARY OF DEFENSE FOR PUBLIC  
AFFAIRS  
DIRECTORS OF DEFENSE AGENCIES  
DIRECTORS OF DOD FIELD ACTIVITIES

SUBJECT: Policy Guidance for Identification Card Operations for COVID-19

In response to COVID-19, the DoD is committed to ensuring the health and safety of all DoD personnel and beneficiaries and ensuring their continued access to healthcare and all authorized benefits.

The DoD issues approximately 18-20K identification (ID) cards daily, including both Common Access Cards (CAC) and Uniformed Services ID cards (USID), at over 1,600 sites worldwide. ID cards are issued to eligible individuals to provide confirmation of affiliation with the DoD and to facilitate access to benefits. To ensure DoD ID card offices are postured to maintain continuity of operations, and to minimize the number of non-essential required visits at DoD ID card offices, **the following guidance is in effect through September 30, 2020:**

### Common Access Cards

- CAC transactions shall be limited to initial issuance or reissuance of an expiring CAC within 30 days of expiration; CACs shall not be reissued due to printed information changes (e.g., promotions, name changes).
- The policy memorandum allowing transferring DoD civilian employees to retain their CAC will be reissued.

### Uniformed Services ID Cards

- If the cardholder's affiliation is unchanged, USID cards which expired on or after January 1, 2020, are authorized for continued benefit use through September 30, 2020.

- 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.
- 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.
- All remotely-issued USID cards shall be issued with an expiration date not to exceed one year from the date of issuance.
- The minimum age for initial USID card issuance is increased from 10 to 14 years.
- Continued use of the Reserve USID card to obtain active duty benefits is authorized for mobilized Reserves and their eligible dependents.
- When available Service-specific procedures for remote enrollment and ID card issuance will be posted on [www.CAC.mil/coronavirus](http://www.CAC.mil/coronavirus).

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, who may be reached at 571-372-1100 or [stephen.m.wellock.civ@mail.mil](mailto:stephen.m.wellock.civ@mail.mil).



Matthew P. Donovan

cc:  
Commandant of the Coast Guard  
Director, National Oceanic and Atmospheric  
Administration Commissioned Officer Corps  
Director, Commissioned Corps Headquarters,  
United States Public Health Service