



DEERS & ID Cards

- DEERS eligibility and a valid ID card are required to obtain TRICARE benefits (ID cards are not required for children under age 10 living with a custodial parent). Visit the Rapids Site Locator at: www.dmdc.osd.mil/rs1 to find an ID card office near you. To schedule an appointment at one of the following ID card offices for services, visit: <https://rapids-appointments.dmdc.osd.mil/>
- Customers 21 and older must have two unexpired forms of ID, including one state or government issued photo ID.
- Customers whose ID was lost or stolen will need a letter from their command sponsoring agency (Command, Base Security, Human Resources) which states the ID card had been reported lost or stolen.
- College students age 21 and 22 must have a letter from their school registrar stating that they are enrolled full time in an accredited college in pursuit of an Associate Degree or higher to have benefits extended to age 23.
- Individual ID card offices may have other specific requirements. Check the appointment scheduler page on the Rapids Site Locator site, or call the ID card office directly for information.

PSD Portsmouth NMCP Building 3, 9th Floor

620 John Paul Jones Circle
Portsmouth, VA 23708
Phone: (757) 953-7874; Fax: (757) 953-5632
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Norfolk Naval Shipyard Pass & ID Office

Building 1502, Rooms 127 & 128
Portsmouth, VA 23709
Phone: (757) 396-5796; Fax: (757) 396-3798
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Naval Station Norfolk Pass & ID Office

Building CD-9, 9040 Hampton Boulevard
Norfolk, VA 23505
Phone: (757) 322-2975
Mon-Fri, 7:30—4

Navy Exchange Norfolk ID Card Lab

Building CD-13, 1560 Mall Drive, Suite 202
Norfolk, VA 23511
Phone: (757) 444-8263; Fax: (757) 444-9227
Mon-Fri, 9—5 (Appointments 9—4); Saturday 9—3

Naval Station Norfolk Personnel Support Detachment

Building A-48, 1755 Powhatan Street, Room 119
Norfolk, VA 23511
Phone: (757) 445-5202; Fax: (757) 444-0581
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Navy Operational Support Center NMCRC Little Creek

Building 1, One Navy Drive
Virginia Beach, VA 23459
Phone: (757) 318-4500; Fax: (757) 318-4554
Mon-Thu, Appointments 9:30—12:10 (Walk-in 12:10—3)
Fri, Walk-in 9:30—3 (Mobilizing Reservists have priority)

JEB Little Creek Personnel Support Detachment

Building 3510, 1155 Nider Boulevard
Virginia Beach, VA 23459
Phone: (757) 462-5319
Mon-Fri, 7:30—4

Fort Story ID Card Office JEB Little Creek-Fort Story

517 Solomons Road
Virginia Beach, VA 23454
Phone: (757) 422-7752
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

NAS Oceana Personnel Support Detachment

Building 326, 1161 D Avenue
Virginia Beach, VA 23460
Phone: (757) 433-2184; Fax: (757) 433-2186
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

CSD Dam Neck

Building 502, 408 Tartar Avenue
Virginia Beach, VA 23461
Phone: (757) 492-7741; Fax: (757) 492-6510
Mon-Fri, 7:30—12; 1—4

NMCP Health Benefits

Building 3, 3rd Floor; Mon-Fri, 7 a.m.—3:30 p.m.
(757) 953-2610/2611

NMCP TRICARE Service Center

Health Net Federal Services
Building 249 (next to parking garage)
Mon—Fri, 7:30 a.m.—4:30 p.m.
1-(877) 874-2273



Appointments & Specialty Referral Status

Hampton Roads Appointment Center
Mon—Fri, 6 a.m.—8 p.m.
S, S & Holidays, 7 a.m.—3:30 p.m.
1-(866) 645-4584

To Schedule a Presentation

TRICARE Operations—Marketing
(757) 953-6153/6048