



## ECHO

The Extended Care Health Option (ECHO) supplements the benefits of TRICARE by providing additional services, supplies and financial assistance to eligible beneficiaries who qualify based on specific mental or physical disabilities, including moderate or severe intellectual disabilities, serious physical disability, or an extraordinary physical or psychological condition that causes the beneficiary to be homebound.

### Exceptional Family Member Program (EFMP)

Only family members of active duty or deceased active duty sponsors are eligible for ECHO benefits, and the sponsor must be enrolled in EFMP.

- EFMP helps ensure families are located in geographical areas where their family members special needs can be met.
- Each uniformed service (Army, Air Force, Navy, Marine Corps and Coast Guard) has its own mandatory EFMP, or Special Needs Program, with guidelines for mandatory enrollment.
- Immediate enrollment in EFMP by the sponsor is required when a family member is identified with special needs.
- Enrollment forms are available from the sponsor's Personnel Office, an EFMP Coordinator, or online at [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil).
- **DD Form 2792, Exceptional Family Member Medical Summary** (for medical issues)
- **DD Form 2791-1, Exceptional Family Member Special Education/Early Intervention Summary** (for educational issues)
- The Navy's East Coast Central Screening Committee is located at Naval Medical Center Portsmouth. Active duty Navy personnel can submit completed forms to the EFMP Coordinator at NMCP or the nearest branch health clinic.
  - Keep copies of all forms, which will be needed later to apply for ECHO benefits
  - Check on the status of the EFMP enrollment application after 3 or 4 weeks:
    - Online - <https://gol.persnet.navy.mil/EFM/>
    - Call the Naval Personnel Command EFMP Office at 1-866-827-5672
- Members of other services must submit the forms to their service-specific point-of-contact.

### Extended Care Health Option (ECHO)

The ECHO program is administered in the TRICARE North Region (including the Hampton Roads area) by Health Net Federal Services (HNFS). ECHO registration can be started after successful completion of enrollment in EFMP.

- Enrollment in EFMP does not automatically qualify a beneficiary for ECHO benefits.
- Contact HNFS to begin ECHO registration.
  - Call 1-877-TRICARE (1-877-874-2273) and ask to speak with an ECHO Case Manager, or
  - Call the Hampton Roads area ECHO Case Manager at 1-757-766-4767.
- The ECHO Case Manager will explain and help with the registration process, including verifying:
  - Eligibility and proof of a qualifying condition
  - Proof of enrollment in EFMP
- Once registered in ECHO, the Case Manager will explain how the program works, including:
  - Covered benefits under ECHO and TRICARE.
  - How to Identify and use public funds and facilities first, and what to do when public assistance is not available or adequate.
  - Obtaining pre-authorization for ECHO benefits (all benefits must be authorized in advance by HNFS).
  - Selecting providers (all services, supplies and equipment under the ECHO program must be received from TRICARE-authorized providers).
  - Benefit caps and cost-shares.
  - How beneficiaries enrolled in TRICARE Prime must follow the Prime requirements for obtaining care and services (such as using the primary care manager for routine care and obtaining referrals for specialty care).
  - Procedures to follow when a sponsor and family move to a new location.

### 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