



Naval Medical Center Portsmouth

TRICARE Extended Care Health Option (ECHO)

Program Information and Beneficiary Checklist

What is ECHO?

- ECHO is the new program that replaced the old Program for Persons with Disabilities (PPPWD).
- ECHO provides financial assistance to eligible beneficiaries with specific mental or physical disabilities.
- ECHO supplements and offers additional services and supplies to the basic TRICARE programs (Prime, Extra or Standard).

Who is Eligible for ECHO?

- **Only** active duty family members (ADFM) and eligible family members of deceased active duty sponsors who have a qualifying condition:
 - Moderate or severe mental retardation.
 - Serious physical disability.
 - Extraordinary physical or psychological condition that causes the beneficiary to be homebound.
- To register in ECHO, the beneficiary must first be enrolled in the sponsor's service-specific Exceptional Family Member Program (EFMP).

How do I Register in ECHO?

- ECHO is administered in the TRICARE North Region (including the Hampton Roads area) by the regional contractor – Health Net Federal Services (HNFS).
- Contact HNFS at 1-877-TRICARE (1-877-874-2273) and ask to speak with an ECHO Case Manager, who will explain and help you with the registration process, which includes:
 - Verifying eligibility.
 - Proof of a qualifying condition.
 - Proof of enrollment in EFMP.

What is EFMP?

- Each uniformed service (Army, Air Force, Navy, Marine Corps and Coast Guard) has an EFMP or Special Needs Program – a mandatory enrollment program for active duty service members (ADSMs) with family members having on-going medical, mental health, and/or special educational needs.
- EFMP helps detailers assign ADSMs to duty stations or geographical areas where their family members' special needs can be met.

Keep a copy of all completed forms for your files.

EFMP coordinators and the East Coast Central Screening Committee at NMCP do not maintain copies of completed EFMP forms.

Enrollment in EFMP does not automatically qualify the beneficiary for ECHO benefits. Once enrolled in EFMP, contact HNFS to complete the ECHO registration process.

How do I Enroll in EFMP?

- EFMP enrollment is required immediately upon identification of a special need. The required forms for enrollment are:
 - **DD Form 2792, Exceptional Family Member Medical Summary** (for medical issues only)
 - **DD Form 2792-1, Exceptional Family Member Special Education/Early Intervention Summary** (for educational issues)
- Forms are available from the sponsor's Personnel Office, an EFMP coordinator, or online at www.militaryhomefront.dod.mil
- Navy members may submit the completed form(s) to the EFMP Coordinator at the nearest Branch Health Clinic. All other members must turn the forms in to their service-specific point-of-contact.

To learn more about EFMP, visit the Department of Defense (DoD) Military Homefront web page at www.militaryhomefront.dod.mil

Summary – ECHO Beneficiary Checklist

- Complete and submit the EFMP form(s) to the EFMP Coordinator at the nearest Branch Health Clinic.
- Keep copies of all completed forms. HNFS will need copies as part of the application process for ECHO benefits.
- Wait 3 to 4 weeks for screening and processing, and then check on the status of submitted EFMP forms. You may:
 - Go online to the Navy EFMP website – <https://goq.persnet.navy.mil/EFMP/> (if entering this site for the first time, the ADSM must set-up an account)
 - Contact the Naval Personnel Command (NPC) EFMP Office at: 1-866-827-5672
- To register for ECHO, contact Health Net Federal Services at 1-877-TRICARE and ask to be connected to ECHO Case Management, or contact Mai Goeins directly at (757)766-4735.
- A prescription is needed from either the eligible beneficiary's Primary Care Manager (PCM) or provider. All services under ECHO must be pre-authorized by the ECHO Case Manager. The provider of ECHO services/equipment submits the request for authorization to Health Net.
- For questions about the ECHO Beneficiary Checklist, contact G. Lewis-Fleming at 953-7379.