

Continental United States Assignment Coordination



Assignment coordination is the process by which the EFMP medical and military personnel departments coordinate assignments for service members and families to ensure that their needs are considered during the process. If the family is enrolled in the EFMP, here are the steps you can expect. **The process includes the following actions:**

1 Researching the availability of services

When a service member enrolled in the EFMP is identified for a potential assignment, EFMP staff researches the availability of services at the new location. This can involve communication with the gaining location's military treatment facility, the current facility's nurse case manager and/or TRICARE.

- ▶ To determine the availability of services at a gaining location, the EFMP staff considers the individual needs of the service member's family, using these factors:
 - The availability of MTF and TRICARE providers
 - The TRICARE Access to Care Standards
 - The distance to care
 - The wait time for medical providers
 - The severity of the family member's needs
 - The frequency of the care
- ▶ A military service may research the availability of services before issuing an assignment.

2 Assignment recommendation

A potential assignment is either recommended or not recommended based on the availability of services at the gaining location to meet the identified needs of the family member. If EFMP staff determine that the needed services are available, they provide an assignment recommendation to the appropriate offices. If services are not available, staff provide a non-recommendation against the assignment.

The service branch office will communicate the non-recommendation to the service member. The notice should include:

1. The reason the assignment was not recommended
2. Information about requesting a second review

Note that if the family member is an adult with the capacity to consent, the service office will need that person's permission to share the reasons for the non-recommendation with the service member.

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Second review/reconsideration

A service member can request a second review of an assignment within 14 business days from the original assignment notification.

- ▶ Submit the required additional documentation from a medical or educational provider and updated enrollment forms (DD Form 2792, DD Form 2792-1 or both).
- ▶ The service member will receive a final notification of the request within 30 calendar days from the date of the original assignment notification.

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Final considerations/steps

- ▶ If services are available and the service member did not request a second review, military personnel finalizes the order.
- ▶ If services are not available and the service member didn't request a second review, personnel proceeds with a new assignment or the service member may choose to travel without family members based on service policy. Personnel finalizes orders.
- ▶ If the service member requests a second review, the appropriate office conducts the review and continues with coordination.

Making the transition

EFMP Family Support warm handoffs are an integral part of service continuity during PCS. Families transitioning to a new installation will be contacted by the EFMP Family Support office to connect them to the support they need. If a family is not contacted, they can request a warm handoff by contacting their EFMP Family Support office.



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