

## Request for **Review to Disenroll or Update EFMP Status**

Review all statements and mark the box if the statement applies to your situation.

<input type="checkbox"/> <b>I know which</b> dependents are enrolled in EFMP <input type="checkbox"/> <b>I know why</b> they are enrolled <input type="checkbox"/> <b>I have access</b> to all necessary records <input type="checkbox"/> Medical or special service need <b>have changed</b> -or- were <b>recorded incorrectly</b> -or- dependent care needs are <b>no longer impacted</b> by Sponsor's location (e.g. no longer residing in household)	<input type="checkbox"/> <b>I do not know if</b> the Sponsor's file contains a Q-Code <input type="checkbox"/> <b>I do not know why</b> the Sponsor received a Q-Code <i>For questions or clarification, email EFMP-M. <a href="mailto:usaf.ramstein.86-mdg.mbx.efmpm@health.mil">usaf.ramstein.86-mdg.mbx.efmpm@health.mil</a></i> <i>Subject: Q-Code Questions for (Sponsor Name)</i> <input type="checkbox"/> <b>I do not have access</b> to a dependent's records. <i>Dependents over the age of 18 can access their records or can complete Form 2870 to provide consent for access</i> <input type="checkbox"/> My family is <b>already enrolled</b> in EFMP-M and I need to <b>add a new dependent</b> . <i>Processes for Enrollments or New Command Sponsorship may better fit your needs</i>
If <b>3 or more</b> boxes are checked, you <b>should request a review</b> through this process.	If <b>any</b> boxes are checked, <b>please wait</b> to begin the process until your questions have been answered and/or you are able to submit all necessary documents.

Complete this process **for each dependent** that needs to be reviewed

### Step 1: Review Forms 2792 and 2792-1

**\*\*Is all information accurate, complete, and up-to-date?\***

*No, because dependent's need for care has changed or was recorded incorrectly* →

→ Update Form 2792 for medical needs.	→ Update Form 2792-1 for educational needs.
<input type="checkbox"/> Contact PCM to schedule a medical review/evaluation. <input type="checkbox"/> Bring/send original 2792 to PCM <input type="checkbox"/> Receive official changes to documentation.	<input type="checkbox"/> Contact place of education (preschool-high school) to schedule an educational review <input type="checkbox"/> Bring/send original 2792-1 to reviewer <input type="checkbox"/> Request updated/completed IEP/IFP* <input type="checkbox"/> Receive official changes to documentation <i>* <b>homeschool students</b> must also update IEPs.</i>

**\*\*Are all previous diagnoses/needs and changes to care listed on the updated forms?\***

*No, there are changes to special service needs* → {Contact each individual provider to request updated documentation}

**\*\*Are all dependents' records accurate, complete, and up-to-date?\***

*No, I have additional dependents* → {Return to Step 1}

**Yes** → Complete Page 2

**\*\*Optional: Is everything on this form correct, easy to understand, and up-to-date?\***

*No* → {provide feedback via email ([usaf.ramstein.86-mdg.mbx.efmpm@health.mil](mailto:usaf.ramstein.86-mdg.mbx.efmpm@health.mil)) so we can improve our services}

## Page 2: Request for Review to Disenroll or Update Status

### Step 2: Email EFMP-M: [usaf.ramstein.86-mdg.mbx.efmpm@health.mil](mailto:usaf.ramstein.86-mdg.mbx.efmpm@health.mil)

Subject line: *EFMP [Update/Review/Disenrollment] Request (Sponsor Full Name, Rank)*

In the body of the email, include:

- Reason for request (change of needs, incorrect information, etc.)
- Name of individual/dependent affected
- Optional: additional information or questions

*Please allow 1 week for response.*

### **\*\*Have you received a response email from EFMP-M containing forms and instructions?\***

*No, and it has been more than 1 week→ {Contact EFMP-M: +49 06371-46-2375}*

### Yes→ **Step 3: Submit Documents**

- A. **Open** the **Official EFMP-M Review Request** message thread and **'REPLY'** to EFMP-M
- B. **Upload** and **attach** the following completed files for each dependent (if relevant)
  - Updated Form 2792
  - Updated Form 2792-1
  - Updated IEP/ISFP
  - Updated Special Services Report(s)

### C. **Send email**

*Please allow 4 weeks for processing.*

### **\*\*Have you received confirmation of updates?\***

*No, and it has been more than 4 weeks→ {Contact EFMP-M: +49 06371-46-2375}*

### **\*\*Has the Sponsor's Q-Code been updated?\***

*No, and it has been more than 4 weeks→ {Contact EFMP-M: +49 06371-46-2375}*

### Yes→ **You have successfully completed the update process**

Your needs are accurately documented in the AF system.

**\*\*Optional: Is everything on this form correct, easy to understand, and up-to-date?\***

No→ *{provide feedback via email (usaf.ramstein.86-mdg.mbx.efmpm@health.mil) so we can improve our services}*