



The U.S. Army Enterprise EFMP

User Guide: Disenrollment Process

Navigation Information

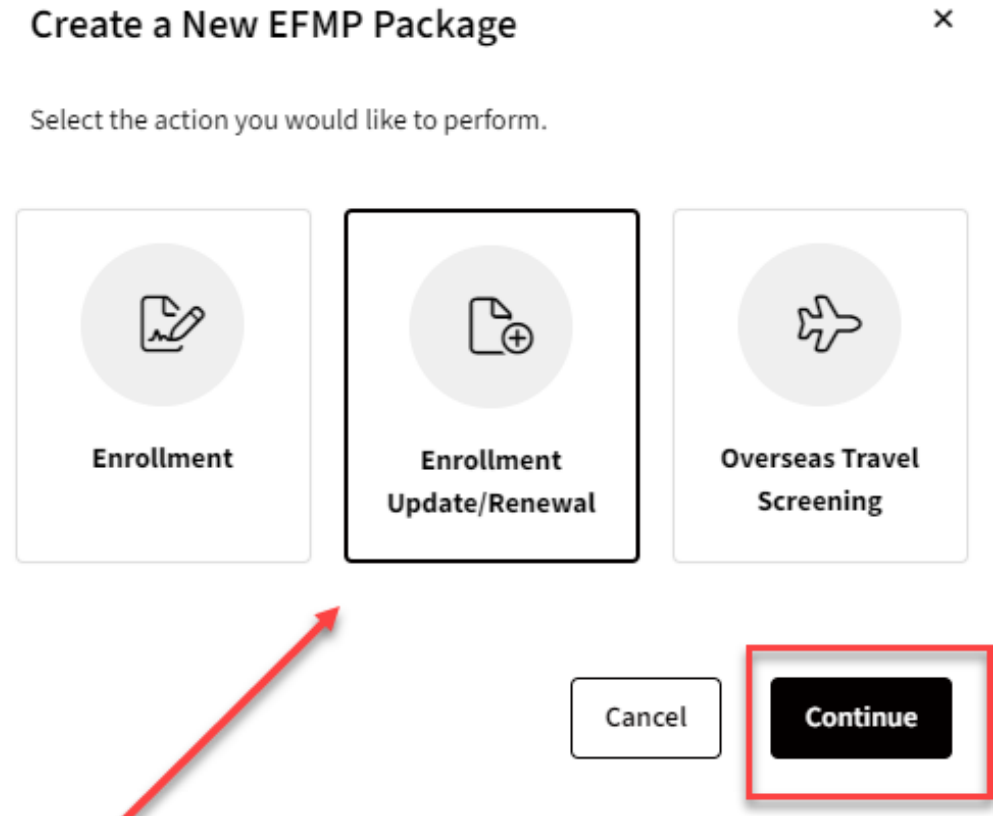
- The following slides will explain the disenrollment process and the differences between an enrollment renewal/update package and a disenrollment package.
 - Administrative disenrollments should be sent to OTSG for processing in the system and should not be created here.
 - All disenrollments due to the family member no longer having a previously identified condition should be started as an enrollment update package below. MRC Staff will then be able to disenroll during the validation step
- If there is a *red asterisk* * beside the question, that question is required to be answered.
- You can click the *question mark icon* for more information about an item. A pop-up with additional information will appear.
- Click *Continue* to proceed to the next page, and *Back* to return to the previous page.

Service Member Starts Disenrollment Package

The process begins with the Service Member creating a disenrollment package.

To do this the Service Member clicks *Enrollment Update/Renewal* and then clicks *Continue*.

The Service Member proceeds to create the package (as shown in “*Create an Enrollment or Renewal*” Training Guide).



Service Member Starts Disenrollment Package

The Service Member selects EFMP Renewal, for the purpose of this disenrollment package.

The Service Member proceeds to complete the package (as shown in “*Create an Enrollment or Renewal*” Training Guide).

Pre-Screening

What is the purpose of this package? * ⓘ

EFMP Renewal

Are you currently attending Advanced Individual Training (AIT) or are in Student Status?

Yes No

Are you filling a command position at the battalion level or above?

Yes No

Is this an enrollment or update to support a compassionate reassignment to another installation for enhanced medical care?

Yes No

Are you a recruiter?

Yes No

Service Member Starts Disenrollment Package

The Service Member selects the family member that they want to include in this disenrollment package.

The Service Member proceeds to complete the package (as shown in “Create an Enrollment or Renewal” Training Guide).

Enrollment Family Member

Please select which family member will be included in this package. Only one family member at a time can be selected for an enrollment package.

Ryan Robert Smith (5104236543)

Child / Age 20 / MALE (in DEERS)

Josh Michael Smith (4644816353)


Child / Age 20 / MALE (in DEERS)

Matthew John Smith (7788766267)

Child / Age 18 / MALE (in DEERS)

Julie Ann Smith (7513818062)

Spouse / Age 38 / FEMALE (in DEERS)
Phone: 555555

 Medical enrollment expires 02 Nov 2026

Phone

555555

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Continue

MTF Provider Reviews Package

MTF Provider reviews the package (as shown in the “MTF Provider” Training Resources).

MTF Provider then submits the package back to the MTF CC.

| Package ⇅ | DoD ID ⇅ | Service Member ⇅ | Status Group | Status ⇅ |
|--------------|------------|------------------|----------------|---|
| ● 0000002519 | 5008220378 | Smith, Robert | Medical Review | MTF Case Coordinator has sent you a package to fill out medical information |

MTF Case Coordinator Reviews Package

The MTF CC reviews the package (as shown in the “Multiple Providers” Training Resources.)

The MTF CC will select the Required Action, Reason for Qualifying, and if and Special Assignment Considerations apply.

The MTF CC then submits the package to the MTF Provider.

| Package ↕ | DoD ID ↕ | Service Member ↕ | Status Group | Status ↕ |
|--------------|------------|------------------|------------------------|--|
| ● 0000002519 | 5008220378 | Smith, Robert | Review EFMP Enrollment | MTF Case Coordinator has received the package for further evaluation |

Administrative

Required Action * Reason for Qualifying *

Qualifies for Change in EFMP Status Family Member No Longer Has Previously Identified Condition

Special Assignment Considerations (mark all that apply)

- Possible Special Education / Early Intervention (If checked, DD Form 2792-1 must be completed.)
- Receiving TRICARE Extended Care Health Option (ECHO) Benefits
- Receiving State Medicaid / Medicare Waiver Services

[Back](#) [Save & Continue](#)

MTF Case Coordinator Reviews Package

The MTF CC reviews the package (as shown in the “Multiple Providers” Training Resources).

The MTF CC then submits the package to the EFMP Medical Director.

| Package ⇅ | DoD ID ⇅ | Service Member ⇅ | Status Group | Status ⇅ |
|--------------|------------|------------------|------------------|--|
| ● 0000002519 | 5008220378 | Smith, Robert | Manage Providers | The MTF Location at Ft Campbell has finished adding medical information for a family member. |

EFMP Medical Director Reviews Package

The MTF CC reviews the package and then submits the package to the Service Member.

| Package ⌵ | DoD ID ⌵ | Service Member ⌵ | Status Group | Status ⌵ |
|--------------|------------|------------------|----------------|---|
| ● 0000002519 | 5008220378 | Smith, Robert | Medical Review | MTF Case Coordinator has completed the review of all medical information from the providers for the enrollment and has sent the package to the EFMP Medical Director. |

Service Member Reviews Package

The Service Member reviews, signs & certifies the 2792. The Service Member proceeds to complete the package (as shown in “Create an Enrollment or Renewal” Training Guide)

Sign & Submit 2792


By signing below, you certify that the information submitted on all DD Form 2792 copies for your family are complete and accurate.

Printed Name of Parent / Guardian or Person of Majority Age

Julie Smith

Signature

Julie Smith

 Clear Signature

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Certify & Submit

MTF Case Coordinator Reviews Package

The MTF CC reviews the package (as shown in the “Multiple Providers” Training Resources).

The MTF CC then submits the package to the MRC Staff .

| Package ↕ | DoD ID ↕ | Service Member ↕ | Status Group | Status ↕ |
|--------------|------------|------------------|-----------------|---|
| ● 0000002519 | 5008220378 | Smith, Robert | Document Review | Patient / Parent / Guardian has signed and submitted the 2792 to the Case Coordinator |

MRC Staff Reviews Package

MRC Staff clicks No Corrections Needed and then clicks Confirm & Submit to MRC Provider.

Family Medical Forms Need Correction?

Do the medical forms need any corrections before proceeding?

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No Corrections Needed

Corrections Needed

MRC Staff Reviews Package

The MRC Staff reviews the package.

The MRC Staff clicks Review Medical to review the enrollment. To review the information from the MTF Provider, the MRC Staff clicks the arrow.

This screenshot shows the 'Family Member Information' review screen. The top navigation bar includes 'Package #2519', user information 'SM: Smith, Robert (5008220378)', a timestamp 'Last saved 09 Nov 2023 at 17:50:43', and a 'Return Package' link. On the left, a sidebar shows 'Medical Review' with 'Review Form' checked and 'Needs Corrections?' below it. The main content area is titled 'Family Member Information' and contains the text 'Please review the medical and/or special education/early intervention information for each family member.' Below this, a card for 'Julie Ann Smith' (Spouse - Age: 38) is displayed. A red box highlights the 'Review Medical' button on the right side of the card. At the bottom of the card are 'Back' and 'Continue' buttons.

Julie Smith - Medical Summary

Spouse - Age: 38

Medical Enrollment

This screenshot shows the 'Medical Diagnoses' review screen for Julie Smith. The top navigation bar includes 'MTF Provider' (highlighted in orange) and 'Ft Campbell'. A red box highlights an upward-pointing arrow icon in the top right corner. The main content area is titled 'Medical Diagnoses' and contains the text 'All diagnoses information for this family member is listed below.' Below this, a table lists the diagnoses:

| ICD Code | Diagnosis | Rating | Action |
|----------|----------------------------|-----------|--------------|
| A01.00 | TYPHOID FEVER, UNSPECIFIED | Excellent | View Details |

At the bottom of the card are 'Previous' and 'Next' buttons. Below the card is a 'Download MTF Provider DD-2792' button with a download icon.

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MRC Provider Reviews Package

The MRC Provider clicks *Check Diagnoses* and then the arrow to review the diagnosis from the MTF Provider.

Family Medical Diagnoses Review

Click each family member below to determine if their diagnoses meets EFMP criteria.
[View Family Enrollment Information](#)

Julie Ann Smith
Spouse - Age: 38

[Check Diagnoses](#)

[Back](#) [Continue & Submit to MRC Staff](#)

Julie Ann Smith Spouse / Age 38

MTF Provider Ft Campbell ^

Medical information entered by the MTF Provider for this family member is listed below.

Smith, Julie Ann Sponsored by 2LT Smith, Robert [View Enrollment](#)

DOD ID 7513818062 DOD ID 5008220378
Spouse / Age 38 Army Second Lieutenant / Active Duty / FORT CAMPBELL, KENTUCKY

Enrollment Expiration: 02 Nov 2026 Medical

Medical Diagnoses

- Asthma Information
- Behavioral Health Information
- Intervention Therapies
- Required Health Care
- Artificial Openings / Prosthetics
- Environment / Architecture
- Medical Equipment

Medical Diagnoses
Please add all diagnoses information for this family member.

| | | | |
|---------------|----------------------------|-----------|------------------------------|
| A01.00 | TYPHOID FEVER, UNSPECIFIED | Excellent | View Details |
|---------------|----------------------------|-----------|------------------------------|

Treatment Plan: test

Outpatient Visits: 1 ER / Urgent Care Visits: 1 Hospitalizations: 1 ICU Admissions: 1

Does Diagnosis meet criteria for Enrollment? ▼

[Previous](#) [Next](#)

MRC Provider Reviews Package

The MRC Provider clicks the arrow beside Does Diagnosis meet criteria for Enrollment?

To disenroll the member, the MRC Provider clicks Diagnosis Does Not Meet Enrollment Criteria.

The MRC Provider then clicks Continue & Submit to MRC Staff.

Julie Ann Smith Spouse / Age 38

MTF Provider Ft Campbell

Medical information entered by the MTF Provider for this family member is listed below.

Smith, Julie Ann Sponsored by 2LT Smith, Robert [View Enrollment](#)

DOD ID 7513818062 DOD ID 5008220378

Spouse / Age 38 Army Second Lieutenant / Active Duty / FORT CAMPBELL, KENTUCKY

Enrollment Expiration: 02 Nov 2026 Medical

Medical Diagnoses

- Asthma Information
- Behavioral Health Information
- Intervention Therapies
- Required Health Care
- Artificial Openings / Prosthetics
- Environment / Architecture
- Medical Equipment

Medical Diagnoses

Please add all diagnoses information for this family member.

A01.00 TYPHOID FEVER, UNSPECIFIED Excellent [View Details](#)

Treatment Plan: test

Outpatient Visits: 1 ER / Urgent Care Visits: 1 Hospitalizations: 1 ICU Admissions: 1

Does Diagnosis meet criteria for Enrollment?

Does Diagnosis meet criteria for Enrollment?

Diagnosis Meets Enrollment Criteria

Diagnosis Does Not Meet Enrollment Criteria

MRC Provider Reviews Package

The MRC Provider then clicks Continue & Submit to MRC Staff.

The MRC Provider then clicks Confirm.

No Diagnosis Meets Enrollment Criteria



You have indicated that none of the diagnoses meet enrollment criteria. Are you sure you would like to continue with this decision? MRC Staff will either enroll, update, or disenroll depending on what you select for these diagnoses. Indicating that all diagnoses do not meet enrollment criteria will generally lead to a disenrollment.

Cancel


Confirm

MRC Staff Reviews Package

The MRC Staff reviews the enrollment, and the clicks Continue.


To disenroll the member, the MRC Staff clicks the arrow and then Validate & Disenroll. The MRC Staff clicks the check box and then clicks Complete Medical Enrollment.

Validate EFMP Enrollment

 If corrections need to be made, please click below to return to the MRC Provider. You will be prompted to enter return comments for them. [Return to MRC Provider](#)

By checking the box below, you are validating the family's enrollment(s). Please also select a validation type for this package.

Validation Type *

Select an item.. 

- Select an item..
- Validate & Enroll
- Validate & Update
- Validate & Disenroll**

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Complete Medical Enrollment



Service Member Views Information

The Service Member clicks View All Enrollment Details, to views their disenrollment updated information.

The screenshot displays the 'Enrollment Details' for Julie Ann Smith. Her profile information includes 'Spouse - Age: 38' and 'DoD ID: 7513818062'. Two status indicators are highlighted with a red box: 'Disenrolled Medical' (with a medical cross icon) and 'Disenrolled' (with a warning icon). Below this, the text 'Enrollment Expiration: Disenrolled' and 'Disenrollment: 09 Nov 2023' is shown. Two red arrows point from the bottom of the image towards these two lines of text.

Enrollment Details

Julie Ann Smith
Spouse - Age: 38
DoD ID: 7513818062

Disenrolled Medical Disenrolled

Enrollment Expiration: Disenrolled Disenrollment: 09 Nov 2023