Military OneSource “EFMP Resources, Options and Consultations” (EFMP ROC) is a new program that provides military families who have members with special health or educational needs with enhanced services   Special needs consultants are available by appointment, via phone or video at no cost, and there is no limit to the number of appointments families can make.

This program supplements installation-based EFMP Family Support and is not meant as a substitute for the full range of services available on an installation. However, it is available to families who are remote from installations (including National Guard and Reserve), those who need extended-hour appointments, and those seeking referrals cross-state or before a change in duty stations (PCS). It’s also a choice for families who for other reasons don’t wish to make an in-person connection with their installation’s EFMP Family Support office.

**Topics for which military families might want to consult EFMP-ROC include:**

* Helping families explore education options
* Healthcare and TRICARE (military) programs for individuals with disabilities
  + -including local medical care and services
* Federal and state benefits for individuals with disabilities
* Connecting families to military and other child care, support groups, in-home care, and deployment support options
* Special needs trusts and estate planning
* Referrals to legal help for disability issues

According to Dr. Ed Tyner, Associate Director of Military Family Readiness Policy\*, when families need help with special education, consultants will refer families to Parent Training and Information Centers!

An exciting addition is the availability of a full-time TRICARE staff person to answer questions about military health care, and specifically TRICARE programs for disabilities, such as the Extended Care Health Option (ECHO). EFMP-ROC will connect families with this specialist for solid answers to their coverage questions, and to help with continuity of services when changing duty stations.

In addition, consultants offer three-way calls with TRICARE providers to support families with questions and concerns.

National Guard and Reservist families can use EFMP ROC as well as active-duty families. National Guard and Reservists do not have to be on “Title 10 orders” (called up for federal duty) in order for a family member to speak with a consultant.

**How it works:**

Military families can connect with EFMP-ROC through [Military OneSource](https://www.militaryonesource.mil) or by calling 1-800-342-9647.  Appointments can be made 24 hours a day, 7 days a week. Consultants have extended (evening) hours for appointments.

**More information:**

View this short PowerPoint and share it with families: [Introducing EFMP-ROC](https://branchta.org/wp-content/uploads/2018/06/EFMP-ROC-PPT.pptx)

Read the [Branch article on EFMP basics](https://branchta.org/exceptional-family-member-program-efmp/)