



EFMP Family Support

Medical Case & Tricare Care Management Resources

Updated 23 May 2022 by Ruthy Srun, EFMP-FS

No federal government endorsement intended – please research each agency independently

This resource may not be all inclusive – there may be other community resources, check with your medical team.

MacDill AFB – 6 MDG Case Management (CM): Review their website and the brochure below. If you have a PCM on base and feel you qualify for CM, please contact your PCM team to make the request.
<https://macdill.tricare.mil/Health-Services/Case-Management/Case-Management>



Case Management
Tri-fold_2022.pdf

Tricare Care Management: Tricare: 800-444-5445 or Tricare (Behavioral) Mental Health: 866-323-7155,
<https://www.tricare.mil/CoveredServices/SpecialNeeds/CaseManagement>

Family members can call Tricare directly and ask for a Tricare Care Manager OR your family member's PCM Team (even off base providers, they have access) can place a referral to request a Tricare Care Manager. They can manage for both Medical and Mental Health reasons, and whether you have Prime or Select.

Tricare Care Management referrals may be appropriate for the reasons below:

- Anxiety Education/Disease management
- Asthma Education/Disease Management
- Beneficiaries with insufficient supports causing significant impairment or stress
- Beneficiaries with support or resource needs who are unable to navigate system
- Beneficiary failure to follow through with PCM recommendation for mental health treatment
- Beneficiary transfer requiring coordination
- Burn injury requiring a burn unit
- CAD (Coronary Artery Disease) Education/Disease Management
- Catastrophic illness or injury, amputation, multiple trauma
- CHF (Congestive Heart Failure) Education/Disease Management
- Chronic condition resulting in high resource consumption (e.g. hemophilia, Gautier's disease)
- Chronic suicidal, lethal, dangerous behaviors
- Congressional or high profile case
- COPD (Chronic Obstructive Pulmonary Disease) Education/Disease Management
- Diabetes Education/Disease Management
- Dual Behavioral Health diagnosis clients with 2 or more relapses or hospitalizations in one year
- Eating disorder patient has exhausted her yearly benefit
- ECHO other than behavioral health diagnoses
- High utilization of services, including multiple providers without coordination of care
- History of discharge against medical advice with no discharge plan
- Hourly Nursing more than 4 hrs/day
- Humana at Home for MTF Discharge
- Hypertension Education/Disease Management

- Major Depressive Disorder (Depression) Education/Disease Management
- Medical & mental health co-morbidity needing facilitation of communication between providers
- New quadriplegic or paraplegic
- Newly diagnosed patients requiring assistance with education about their illness and resources
- Planned Long Term Acute Care (LTAC) admission
- Post-Traumatic Stress Disorder in ADSM
- Post-Traumatic Stress Disorder in non-ADSM
- Pregnancy with significant identified risks
- Premature Infant, ventilator dependent >24 hours and/or weight less than 1500 grams
- Referral to Residential Treatment Centers (RTC) has been denied
- Repeated non-compliance with recommended treatment resulting in higher levels of care
- Transfers requiring case manager assistance with coordination
- Transplantation Evaluation or procedure (Solid organ or bone marrow/peripheral stem cell)
- Traumatic Brain Injury, Spinal Cord Injuries, stroke, blindness
- Unplanned admissions to acute hospital 3 times or more within 90 days with same diagnosis
- Unstable beneficiary with multiple providers and high dollar utilization requirements
- Ventilator dependent beneficiary

MacDill AFB EFMP Family Support

<https://macdillfss.com/efmp>

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