U.S. ARMY Medical Insurance Resources for Military Families

TRICARE Information and Resources

Margaret Canale - **Health Benefits Advisor - Beneficiary Counseling and Assistance Coordinator**
(315) 772-5111

- A TRICARE support role at military hospitals/clinics helping beneficiaries understand and navigate their health benefits, claims, eligibility, and referrals, acting as an advocate for accessing care and resolving issues with contractors.
- https://milconnect.dmdc.osd.mil/milconnect/

Deborah Woods - **Patient Advocate**
(315) 955-3241

- Key contact for resolving healthcare concerns, providing feedback, understanding your rights, and mediating issues within a military medical facility like Fort Drum MEDDAC.

Download the **TRICARE East app!**

View claims, referrals, and authorizations

Access coverage and benefit details

Identify Primary Care Manager

Check eligibility for care

And much more!

GET IT ON Google Play

Download on the App Store

U.S. ARMY

Exceptional Family Member Program

What Is The Exceptional Family Member Program?

- The Exceptional Family Member Program is a mandatory enrollment program governed by AR 608-75. This program works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personnel services to any Service Member with an Exceptional Family Member.
- Service and Family Members can visit Family Support at anytime during the process for support with:
  - **System Navigation**
  - **Respite Care**
  - Advocacy Support Services
  - Support & Educational Groups
  - Information and Referral
  - **Compassionate/Stabilization**
  - Community Events

SFRD EFMP Family Support Team

10250 4th Armored Division Drive

Sharon Chaple- EFMP Program Manager – 315-772-5476
Sharon.w.Chaple.civ@army.mil

Madison Korcz-EFMP System Navigator - 315-772-5488
Madison.m/korcz.ctr@army.mil

Yasmine Moody- EFMP System Navigator - 315-772-0664
Yasmine.l.moody.ctr@army.mil

MEDDAC Guthrie EFMP Team

11050 Mt. Belvedere Blvd RM 1952

Suzan Ruiz- EFMP Health System Specialist - 315-772-4653
Suzan.l.ruiz.civ@health.mil

Mary Brouty- EFMP Health Systems Specialist - 315-772-4620
Mary.k.brouty.civ@health.mil

EFMP Family Support