



WHO TO CONTACT FOR HELP

With the implementation of eMedical, the civil surgeon's technical instructions for Tuberculosis will be updated to instruct civil surgeons to enter records from applicants with a tuberculosis classification into the eMedical system. Please take a look at the chart below to understand how to contact the Centers for Disease Control (CDC), National Benefits Center (NBC), U.S. Citizenship and Immigration Services (USCIS), or eMedical for questions and concerns:

CDC:	USCIS:	National Benefits Center:	eMedical Helpdesk:
Questions related to Civil Surgeons TB Technical Instructions	Questions related to the Adjustment of Status program	Questions related to updating civil surgeon contact information, including clinic address, telephone or email	Questions related to eMedical system errors or interruptions
Questions related to Civil Surgeon eMedical reporting requirements	Questions related to USCIS Form I-693		Questions related to eMedical system errors
Questions related to the Adjustment of Status medical examination	Questions related to Civil Surgeon status		
Questions related to eMedical clinic administration and account information	Questions related to policies surrounding health-related grounds of inadmissibility		
Questions related to CDC program information or inquiries	Questions related to the Civil Surgeons' designation process		
Questions related to eMedical automated emails			
Email: QAPCivilSurgeons@cdc.gov	Email: OPSCivilSurgeons@uscis.dhs.gov	Email: NBCCivilSurgeons@uscis.dhs.gov	Submit a helpdesk ticket through 'Contact Us' within the eMedical system

