

For Information and Assistance

TRICARE Regional Contractors

TRICARE North Region

Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)
Behavioral Health Care Provider Locator
and Appointment Assistance Line
(TRICARE Prime ADSMs and ADFMs):
1-877-747-9579 (8 a.m.–6 p.m. Eastern Time)
www.healthnetfederalservices.com

TRICARE South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
Behavioral Health Care Provider Locator and
Appointment Assistance Line
(TRICARE Prime ADSMs and ADFMs):
1-877-298-3514 (8 a.m.–7 p.m. Eastern Time)
www.humana-military.com

TRICARE West Region

TriWest Healthcare Alliance Corp.
1-888-TRIWEST (1-888-874-9378)
Behavioral Health Care Provider Locator
and Appointment Assistance Line
(TRICARE Prime ADSMs and ADFMs):
1-866-651-4970 (8 a.m.–6 p.m. Pacific Time)
TriWest Crisis Line: 1-866-284-3743
www.triwest.com

TRICARE Area Offices (TAOs)

TAO–Europe

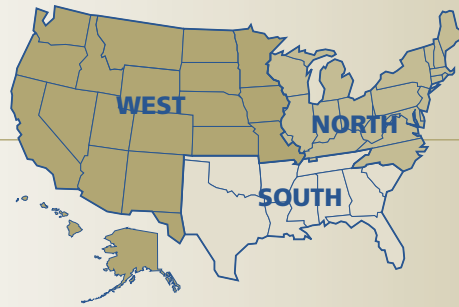
Phone
Toll-free: 1-888-777-8343, Option 1
Comm.: 011-49-6302-67-7432
DSN: 496-7432

TAO–Pacific

Phone
Toll-free: 1-888-777-8343, Option 4
Comm.: 011-81-6117-43-2036
DSN: 643-2036

TAO–Latin America and Canada (TLAC)

Phone
Toll-free: 1-888-777-8343, Option 3
Comm.: 1-706-787-2424
DSN: 773-2424



TGRO Alarm Centers

TRICARE Europe TGRO Alarm Center

Phone: 011-44-20-8762-8133
E-mail: tricarelon@internationalsos.com

TRICARE Pacific TGRO Alarm Center

Phone: Singapore: 011-65-6338-9277
Sydney: 011-61-2-9273-2760
E-mail: Singapore:
sin.tricare@internationalsos.com
Sydney:
sydticare@internationalsos.com

TRICARE TLAC TGRO Alarm Center

Phone: 1-800-834-5514
Collect: 1-215-701-2800
E-mail: tricarephl@internationalsos.com

Puerto Rico Call Center

Phone: 1-800-700-7104

TRICARE Web Site

www.tricare.mil

Military Health System Web Site

www.health.mil

An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law. Changes to TRICARE programs are continually made as public law is amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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Summary of Behavioral Health Care Services



TRICARE:
Here for You When
You Need It Most ...

www.tricare.mil

TRICARE Behavioral Health Care Services for TRICARE Prime Beneficiaries

Whether you or one of your family members is experiencing symptoms of stress, depression, grief, or anxiety, it is important to know that TRICARE behavioral health care services are available to you. This flyer is an overview of your TRICARE-covered outpatient behavioral health care benefits under the TRICARE Prime options—TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM), TRICARE Overseas Program (TOP) Prime, TRICARE Global Remote Overseas (TGRO), and TRICARE Puerto Rico Prime.

Covered Behavioral Health Care Services

TRICARE covers outpatient psychotherapy up to two sessions per week in any combination of individual, family, collateral, or group sessions. Covered psychotherapy includes:

- Individual psychotherapy; adult or child (*not to exceed 60 minutes but may extend to 120 minutes for crisis intervention*)
- Family or conjoint psychotherapy (*not to exceed 90 minutes but may extend to 180 minutes for crisis intervention*)
- Group psychotherapy (*not to exceed 90 minutes*)
- Collateral visits
- Psychoanalysis
- Psychological testing (*limited to six hours per fiscal year; * any testing in excess of six hours requires a review for medical necessity*)

* The fiscal year is October 1–September 30.

Behavioral Health Care Providers

You may seek outpatient behavioral health care from TRICARE-authorized network providers. The following types of behavioral health providers may be authorized providers under TRICARE:

- Psychiatrists
- Clinical psychologists
- Certified psychiatric nurse specialists
- Clinical social workers
- Certified marriage and family therapists
- Pastoral counselors—with physician referral
- Mental health counselors—with physician referral

Finding a Provider

The three stateside TRICARE regional contractors have each established a Behavioral Health Care Provider Locator and Appointment Assistance Line to assist all active duty service members (ADSMs) and active duty family members (ADFMs) enrolled in a TRICARE Prime option, as well as ADFMs enrolled in TOP Prime who have temporarily returned to the United States.

Non-enrolled ADFMs, retirees and their family members, and all others should contact the general, toll-free regional contractor phone numbers for behavioral health care assistance. See the *For Information and Assistance* section for details.

If you reside or are stationed overseas, contact your primary care manager (PCM), TRICARE Area Office (TAO), TGRO Alarm Center, or Puerto Rico Call Center, as appropriate, for assistance. **Note:** Retirees and their families are **not** eligible for TRICARE Prime options in overseas areas.

Getting Care

ADSMs

ADSMs **do not** need a referral for behavioral health care received at a military treatment facility (MTF). ADSMs can self-refer to their military behavioral health or life skills clinic. However, ADSMs **do need** a referral to get care outside of the MTF. If you have a referral to a civilian network provider from your PCM or from a military behavioral health provider, you may call the Behavioral Health Care Provider Locator and Appointment Assistance Line to schedule your appointment. See the *For Information and Assistance* section. **Note:** In the event of a behavioral health emergency, go immediately to the nearest emergency room or call 911.

ADFMs, Retirees, Retiree Family Members, and Others

You may self-refer to a network provider for the first eight outpatient behavioral health care visits, (*two sessions per week as noted previously*), per fiscal year (*October 1–September 30*) without a referral or authorization. Prior to the ninth visit, your behavioral health care provider must obtain prior authorization from your TRICARE regional contractor, TRICARE Area Office, TGRO Alarm Center, or Puerto Rico Call Center, as appropriate.

TRICARE Prime ADFMs may call the appointment assistance line for help with locating a provider or making an appointment.

Retirees and their families are **not** eligible for TRICARE Prime options in overseas areas. Additionally, these beneficiaries are **not** eligible to use the Behavioral Health Care Provider Locator and Appointment Assistance Line. Instead, they should contact the general, toll-free regional contractor phone number listed in the *For Information and Assistance* section for behavioral health care assistance.

Behavioral Health Care Costs

The costs listed are for outpatient behavioral health care services received from a TRICARE network provider.

ADSMs and ADFMs	Retirees, Their Families, and All Others*
\$0 copayment per visit	\$25 (<i>individual visit</i>) \$17 (<i>group visit</i>)

* Retirees and their families are **not** eligible for TRICARE Prime options in overseas areas.

Point of Service (POS) Option

The POS option allows you to receive nonemergency care from any TRICARE-authorized network or non-network provider without a referral. When you use the POS option, you are responsible for a deductible and cost-shares. The POS deductible applies only to outpatient services. Any out-of-pocket expenses you pay under POS **do not** apply to your annual catastrophic cap.

Note: The POS option does not apply to the first eight outpatient behavioral health care visits with a TRICARE network provider, emergency care, clinical preventive services, or if you have other health insurance. ADSMs are **not** eligible for the POS option.

POS Deductible	POS Cost-Share
\$300 per Individual \$600 per Family	50% after POS deductible is met