



TRICARE® Assistance Program and Telemental Health

Online access to TRICARE-covered behavioral health care services for stateside beneficiaries

Eligible stateside TRICARE beneficiaries can access behavioral health care services through the TRICARE Assistance Program (TRIAP) and the Telemental Health program. This fact sheet provides information about TRIAP and Telemental Health benefits, costs, and requirements. Beneficiaries should visit the Mental Health and Behavior web page at www.tricare.mil or contact their regional contractor for more information. Regional contractor contact information is provided in the For Information and Assistance section of this fact sheet.

TRICARE ASSISTANCE PROGRAM

Eligibility

The following stateside TRICARE beneficiaries are eligible for TRIAP:

- Active duty service members (ADSMs)
- Active duty family members (ADFM) (*Spouses of any age are eligible, but other family members must be 18 or older.*)
- TRICARE Reserve Select enrollees (*age 18 or older*)
- Transitional Assistance Management Program beneficiaries (*age 18 or older*)

TRICARE Assistance Program Services

TRIAP is a web-based program that uses audio-visual features to provide online access to behavioral health care counseling for short-term, non-medical issues. Beneficiaries can contact licensed counselors 24 hours a day, seven days a week. There are no costs associated with TRIAP, and referrals and authorizations are not required.

TRIAP sessions are generally confidential and not documented on an ADSM's military health record. However, if the TRIAP counselor believes an ADSM is at risk of harming oneself or others, or feels the ADSM needs more in-depth behavioral

health services, the counselor will ask for personal contact information, including their command information, their location, and a call-back number. This information will be used to ensure the ADSM receives appropriate counseling and/or care.

Eligible beneficiaries can access TRIAP services an unlimited number of times to have private, solution-focused discussions with licensed counselors about many short-term, nonmedical issues including:

- Stress management (*work, family, personal*)
- Family difficulties and pressures
- Deployments and other family separations
- Relationships and marriage
- Parent-child communication
- Self-esteem

Note: TRIAP does not provide medication management, psychoanalysis, financial services, or emergency care.

Accessing TRICARE Assistance Program Services

Beneficiaries should call their regional contractor to request access to TRIAP services. Their regional contractor will determine if TRIAP is the right choice. They will help beneficiaries schedule initial and follow-up appointments with a counselor as needed.

Beneficiaries will need a computer and webcam to access TRIAP, and each TRICARE region may have additional technology and evaluation requirements. If beneficiaries do not have the needed equipment, their regional contractor can refer them to other behavioral health care resources.

For more information about TRIAP benefits, access, and technology requirements, beneficiaries should visit www.tricare.mil/triap or their regional contractor's website.

This fact sheet is not all-inclusive. For additional information, please visit www.tricare.mil.

TELEMENTAL HEALTH

Eligibility

All stateside TRICARE beneficiaries are eligible for the Telemental Health program. Beneficiaries should visit www.tricare.mil/telementalhealth or their regional contractor's website for more information.

Telemental Health Services

Telemental Health uses secure, two-way audio-visual conferencing to connect beneficiaries with off-site TRICARE-authorized providers.

Telemental Health provides medically necessary behavioral health care services, including:

- Clinical consultation
- Individual psychotherapy
- Psychiatric diagnostic interview examination
- Medication management

Beneficiaries can receive care by visiting a TRICARE-authorized Telemental Health-participating facility. At these sites, beneficiaries use a telecommunications system to contact TRICARE-authorized providers at remote locations. These providers can evaluate, treat, and refer beneficiaries for further care. Telemental Health availability is limited to areas where participating sites are located.

Limitations and Requirements

TRICARE behavioral health care limitations, including referral and authorization requirements, apply to Telemental Health services, according to beneficiary type and program

option. Telemental Health appointments count toward the initial eight outpatient self-referred visits per fiscal year (*October 1 –September 30*) for non-ADSM TRICARE beneficiaries.

Note: ADSMs must obtain referrals before seeking civilian behavioral health care, including Telemental Health services.

Costs

ADSMs and TRICARE Prime and TRICARE Prime Remote ADFMs will not be charged for Telemental Health services. However, all other beneficiaries must pay outpatient behavioral health care deductibles, cost-shares, and copayments, as applicable. The behavioral health care costs shown in the table below are effective for fiscal year 2011 (*October 1, 2010–September 30, 2011*). Additional cost information is available at www.tricare.mil/costs.

TRICARE Prime	Copayment Per Visit
ADSMs and ADFMs	\$0
Retirees, Their Families, and All Others	\$25

TRICARE Standard/TRICARE Extra TRICARE RESERVE Select	Cost-Share Per Visit
ADFMs and TRICARE Reserve Select Members	<ul style="list-style-type: none"> • Network Provider: 15% • Non-network Provider: 20%
Retirees, Their Families, and All Others	<ul style="list-style-type: none"> • Network Provider: 20% • Non-network Provider: 25%

FOR INFORMATION AND ASSISTANCE



TRICARE North Region

Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)
www.hnfs.com



TRICARE South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
www.humana-military.com
TRICARE South Behavioral Health:
1-800-700-8646



TRICARE West Region

TriWest Healthcare Alliance Corp.
1-888-TRIWEST (1-888-874-9378)
www.triwest.com