



# TRICARE Assistance Program and Telemental Health

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

*This fact sheet is **not** intended to be all-inclusive. For additional information, please contact your regional contractor, local military treatment facility, or TRICARE Area Office.*

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](http://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 (ADFMs) (*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. Services are confidential and non-reportable

(*not documented on military health records*). There are no costs associated with TRIAP, and referrals and authorizations are not required.

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](http://www.tricare.mil/triap) or their regional contractor's Web site.

## TELEMENTAL HEALTH

### Eligibility

All stateside TRICARE beneficiaries are eligible for the Telemental Health program.

### 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 2010 (October 1, 2009–September 30, 2010). Additional cost information is available at [www.tricare.mil/costs](http://www.tricare.mil/costs).

| TRICARE PRIME                            | COPAYMENT PER VISIT |
|--|---------------------|
| ADSMs and ADFMs                          | \$0                 |
| Retirees, Their Families, and All Others | \$25                |




| TRICARE STANDARD/TRICARE EXTRA<br>TRICARE RESERVE SELECT | COST-SHARE PER VISIT   |
|--|--|
| ADSMs and TRICARE Reserve Select Members                 | <ul style="list-style-type: none"> <li>• Network Provider: 15%</li> <li>• Non-network Provider: 20%</li> </ul> |
| Retirees, Their Families, and All Others                 | <ul style="list-style-type: none"> <li>• Network Provider: 20%</li> <li>• Non-network Provider: 25%</li> </ul> |

### Requesting Telemental Health Services

TRICARE Prime ADSMs and ADFMs enrolled in the North and South regions should call their regional Behavioral Health Care Provider Locator and Appointment Assistance Lines to request Telemental Health services. TRICARE Prime ADSMs and ADFMs enrolled in the West region should call the Behavioral Health Contact Center. All other beneficiaries should contact their regional contractor for assistance.

Beneficiaries should visit [www.tricare.mil/telementalhealth](http://www.tricare.mil/telementalhealth) or their regional contractor's Web site for more information.

## FOR INFORMATION AND ASSISTANCE

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|  <b>TRICARE North Region</b><br>Health Net Federal Services, LLC<br>1-877-TRICARE (1-877-874-2273)<br><a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a> |  <b>TRICARE South Region</b><br>Humana Military Healthcare Services, Inc.<br>1-800-444-5445<br><a href="http://www.humana-military.com">www.humana-military.com</a> |  <b>TRICARE West Region</b><br>TriWest Healthcare Alliance Corp.<br>1-888-TRIWEST (1-888-874-9378)<br><a href="http://www.triwest.com">www.triwest.com</a> |
| <b>Behavioral Health Provider Locator and Appointment Assistance Line</b><br>1-877-747-9579   | <b>Behavioral Health Provider Locator and Appointment Assistance Line</b><br>1-877-298-3514  | <b>Behavioral Health Contact Center</b><br>1-888-TRIWEST (1-888-874-9378)<br><a href="http://www.triwest.com/onlinecare">www.triwest.com/onlinecare</a>   |