

# TriWest Online Care Program Now Available

TriWest Healthcare Alliance is offering the TriWest Online Care program, a videoconference Tele-Behavioral Health Care program for eligible TRICARE beneficiaries in the West Region. This Department of Defense (DoD) initiative supplements TRICARE's existing face-to-face behavioral healthcare benefits and improves access to behavioral health providers.

## *Make the Connection*

Military families may find themselves living through unusually stressful and difficult situations. Individuals may need an experienced professional to talk to, behavioral health counseling, medical treatment, or some additional support resources to help them through a challenging time.

TriWest's Online Care Program expands access to behavioral health services for eligible TRICARE beneficiaries in the West Region. TriWest's continuum of online behavioral health services includes:

- Tele-Behavioral Health Care
- TriWest Behavioral Health Portal
- TriWest Behavioral Health Contact Center (BHCC)
- TRICARE Assistance Program (TRIAP)

Providers may participate in providing Tele-Behavioral Health Care to eligible TRICARE beneficiaries either as an Originating Site or Distant Provider. An *Originating Site* is the site where an eligible TRICARE beneficiary is located when Tele-Behavioral Health Care is being furnished via a videoconferencing system. Please note that an Originating Site does not have to be a behavioral health facility. A *Distant Provider* is the TRICARE network behavioral health provider rendering Tele-Behavioral Health Care via a videoconferencing system.

To sign up as an Originating Site or a Distant Provider for this exciting new program, please contact your local network representative. If you do not have their contact information, refer to [www.triwest.com/provider](http://www.triwest.com/provider), Resource Library, Phone Numbers. Additional information about TriWest Online Care can be found on the secure provider portal at [www.triwest.com](http://www.triwest.com) in the Behavioral Health Online Care section as well as on the Behavioral Health Portal at [www.triwest.com/bh](http://www.triwest.com/bh).



TriWest Healthcare Alliance provides access to quality health care for 2.7 million members of America's military family in the 21-state TRICARE West Region.

## Online Care (cont.)

### TriWest Online Care Program Summary

Service	Get Connected	Description
Tele-Behavioral Health Care	1-888-TRIWEST (874-9378)	<ul style="list-style-type: none"> <li>• Clinical services such as consultation, counseling, psychotherapy and medication management</li> <li>• Provided by TRICARE network behavioral health providers</li> <li>• Accessed from Originating Sites, conveniently located throughout the West Region, via videoconferencing</li> </ul>
TriWest Behavioral Health Web Portal	<a href="http://www.triwest.com/bh">www.triwest.com/bh</a>	<ul style="list-style-type: none"> <li>• Access to evidence-based education 24/7/365 by beneficiaries and providers, reference information, streaming video and links to hundreds of community-based resources</li> <li>• Topics include deployment concerns, stress, PTSD, parenting, relationships, depression, substance abuse, suicide grief, and more.</li> </ul>
TriWest Behavioral Health Contact Center (BHCC)	1-888-TRIWEST (874-9378), secure Web-based e-mail or live chat for eligible TRICARE beneficiaries at <a href="http://www.triwest.com/bh">www.triwest.com/bh</a>	<ul style="list-style-type: none"> <li>• Beneficiaries are assessed and triaged</li> <li>• Provides assistance with scheduling the first Tele-Behavioral Health Care appointment</li> <li>• Crisis Line Services are provided 24/7/365 by licensed professionals, accredited by the American Association of Suicidology</li> </ul>
TRICARE Assistance Program (TRIAP)	1-888-TRIWEST (874-9378) <a href="http://www.triwest.com/bh">www.triwest.com/bh</a>	<ul style="list-style-type: none"> <li>• Confidential</li> <li>• Non-medical counseling available 24/7/365 via Web-based video conferencing</li> <li>• Discussion, problem solving and assistance with personal life issues</li> <li>• Provided by Assistance Counselors (licensed Master's or Ph.D.-level counselors)</li> </ul>



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