



## **For Immediate Release**

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## **Military Families Get Help From New TriWest Initiative**

### **Post-deployment support video enhanced for military families**

**PHOENIX** (May15, 2007) — TriWest Healthcare Alliance today launched *Help From Home*, a multimedia initiative to help Service members and their families in the TRICARE West Region get through deployment-related challenges.

One of the many available resources is an updated and expanded *Help From Home* video designed and produced by TriWest, which is available to view as streaming video and to order as a 2-disc DVD set at [www.triwest.com](http://www.triwest.com). From the homepage at [www.triwest.com](http://www.triwest.com), click on “Behavioral Health” and select the “Help From Home Video” graphic.

The video features a highly successful program of reintegration designed by Chaplain John J. Morris (MAJ), Minnesota Army Reserve and National Guard.

“Reintegration is not a federal program, it’s a community process,” said Morris. “A soldier, sailor, airman or marine will become a constructive citizen if they return to a community that welcomes them home. If we have clergy and social service providers and mental health providers that understand the strains that families go through... then we’ll be able to re-integrate.”

**[An Electronic Press Kit is available](#)** for all news media. The press kit features audio, video and transcribed interviews, a video news release, downloadable graphics, and a fact sheet with links to the latest behavioral health news and information.

The *Help From Home* video series includes two separate productions:

#### *Getting Home...All the Way Home*

For the post-deployment combat veteran, this presentation shares information about common symptoms of combat stress and resources for available care.

#### *On the Homefront*

Speaking to the military family remaining at home during times of deployment, this video features personal stories from military families across the country whose loved ones have deployed. These stories, straight from the spouses, children and parents of military Service members, offer practical advice to those in similar situations.

(more)

“Our men and women in uniform and their loved ones undergo an enormous amount of stress and deal with unique challenges, and it is TriWest’s mission to do *Whatever It Takes* to offer our support,” said David J. McIntyre, Jr., President and CEO of TriWest Healthcare Alliance. “This video resource has been designed to help our military families get through their trying times.”

TriWest’s post-deployment DVD is available at no charge to beneficiaries, providers, military leaders and family support organizations throughout TRICARE’s 21-state West Region. Viewers may visit [www.triwest.com](http://www.triwest.com) to order the DVD or watch it in streaming video from their computers.

Additional programs in TriWest’s *Help from Home* initiative include:

- TriWest’s Behavioral Health Portal on [www.triwest.com](http://www.triwest.com), providing access to local and national resources and information on depression, stress, substance and more
- Personalized depression support and education from a TriWest clinical health coach
- Education for providers in the West Region about combat stress identification and treatment practices
- Sponsorship of National Military Family Association (NMFA) summer camps for the children of deployed Service members
- A toll-free Crisis Line established to provide assistance 24-hours a day, every day, at 1-866-284-3743

TRICARE beneficiaries also are eligible for behavioral health benefits from TRICARE. For an overview of these benefits, visit the Beneficiary Services section on [www.triwest.com](http://www.triwest.com), select “Handbooks, Brochures & Flyers” and then select “TRICARE Behavioral Health Care Services” from the drop-down menu to download a brochure.

These resources have been carefully selected and produced specifically for the military family. For more information on these resources and TRICARE benefits, please contact TriWest at 1-888-TRIWEST (874-9378).

### **About TriWest**

*TriWest Healthcare Alliance partners with the Department of Defense to do “Whatever It Takes” to support the health care needs of 2.9 million members of America’s military family. A Phoenix-based corporation, TriWest provides access to cost-effective, high-quality health care in the 21-state TRICARE West Region. TriWest is also a proud Corporate Team member of America Supports You. Visit [www.triwest.com](http://www.triwest.com) for more information.*