



BENEFICIARY FREQUENTLY ASKED QUESTIONS

What is TriWest Online Care?

TriWest's Online Behavioral Healthcare Program (TriWest Online Care) expands access to TRICARE West Region behavioral health services. It is organized around a "stepped care" model of service delivery that presents eligible beneficiaries with an array of service level options and access to resources and services most appropriate to meet their needs.

TriWest supplements TRICARE's face-to-face behavioral healthcare options by providing a continuum of care that includes four levels of online behavioral health information and support:

TriWest Behavioral Health Portal	TriWest Behavioral Health Contact Center (BHCC)	TRICARE Assistance Program (TRIAP)	Tele-Behavioral Health Care
<ul style="list-style-type: none"> Self-service (24/7/365) access to information, education, streaming video and links to hundreds of community-based resources. Evidence-based education and reference information. 	<ul style="list-style-type: none"> Assessed and triaged, eligibility verified, referred as appropriate. Provided by trained BHCC Representatives via phone, secure Webmail or Web-based instant message/chat. Crisis Line services provided 24/7/365 by licensed professionals, accredited by the American Association of Suicidology. 	<ul style="list-style-type: none"> Professional Web-based assistance and non-medical counseling available 24/7 via Web-based videoconferencing. Discussion, problem solving and assistance with personal life issues. Provided by Assistance Counselors (licensed master's or Ph.D.-level counselors). 	<ul style="list-style-type: none"> Clinical services, such as consultation, counseling, psychotherapy treatment, and medication management. Provided by TRICARE network behavioral health providers.

Who is eligible to access online care?

TriWest Behavioral Health Portal	TriWest Behavioral Health Contact Center (BHCC)	TRICARE Assistance Program (TRIAP)	Tele-Behavioral Health Care
The Web portal (www.triwest.com/bh) is available for all TRICARE West Region beneficiaries.	The contact center (1-888-TRIWEST (874-9378), e-mail or live chat via www.triwest.com/bh) is available for all TRICARE West Region beneficiaries eligible for behavioral health benefits.	Active duty Service members, their spouses, and other family members 18 years of age or older who reside in CONUS and enrollees in TRICARE Reserve Select and the Transitional Assistance Management Program may use TRIAP.	Tele-Behavioral Health Care services are available for all TRICARE West Region beneficiaries eligible for behavioral health benefits, with appropriate referrals or authorizations.

What is the TRICARE Assistance Program (TRIAP)?

TRIAP, a Department of Defense Demonstration Project, allows eligible beneficiaries to connect with a master's or Ph.D.-level Assistance Counselor for short-term counseling of non-medical behavioral health issues.

TRIAP offers private, non-reportable discussions of personal life issues such as dealing with relationships, crisis intervention, stress management, family issues, parent-child communications, family separations and self-esteem on a one-to-one basis in the context of a confidential relationship.

Eligible beneficiaries can contact TRIAP Assistance Counselors over the phone (1-888-TRIWEST (874-9378)), through the secure Webmail in their registered www.triwest.com account or by using the 24/7/365 live chat option at www.triwest.com/bh.

TRIAP Assistance Counselors can also connect with beneficiaries (who have the required hardware and software) through a secure Web-based videoconferencing session, if appropriate.

What is Tele-Behavioral Health Care?

Connecting beneficiaries with remote behavioral health providers, TRICARE's Tele-Behavioral Health Care option allows eligible beneficiaries to receive clinical behavioral health services from a TRICARE network provider via videoconference.

TriWest staff at the Behavioral Health Contact Center (1-888-TRIWEST (874-9378)) will assist eligible beneficiaries in locating a network provider and coordinating their appointment. The appointment may be an in-person clinical session at a provider's office or may utilize the Tele-Behavioral Health Care benefit and be a professional, clinical counseling session with a qualified network provider via videoconference; whichever option is the most convenient and appropriate for the beneficiary.

To use the Tele-Behavioral Health Care benefit, the beneficiary will go to an Originating Site (a local TRICARE-authorized provider with videoconferencing capabilities) and receive care from a Distant Provider (a TRICARE-network behavioral health provider) via videoconference.

Do active duty Service members need a referral to use the Tele-Behavioral Health Care benefit?

As with any behavioral healthcare received from a TRICARE network provider, active duty Service members will need a referral before accessing care under the Tele-Behavioral Health Care benefit.

Can an active duty family member self-refer for Tele-Behavioral Health Care?

As long as it is within the first eight behavioral health sessions in a fiscal year (Oct. 1 – Sept. 30), an active duty family member (ADFM) does not need a referral or authorization to set an online care appointment with a Distant Provider. ADFMs using TRICARE Standard and Extra will still be subject to the applicable annual deductible and cost shares.

Can a TRICARE Prime retiree or family member self-refer for Tele-Behavioral Health Care?

A TRICARE Prime retiree or family member does not need a referral or authorization to set an online care appointment with a Distant Provider, as long as the Tele-Behavioral Health Care appointment is one of the first eight behavioral health sessions in a fiscal year (Oct. 1 – Sept. 30). Retirees will be responsible for any applicable copays or cost shares.

Why does a beneficiary have to access Tele-Behavioral Health Care through an Originating Site?

TRICARE has set this policy to ensure that when a beneficiary seeks care for a behavioral health issue, the proper medical and technical support is available during a Tele-Behavioral Health Care session. West Region TRICARE network providers who agree to host Originating Sites are validated by TriWest to ensure the Tele-Behavioral Health Care session is comfortable, safe and secure for the beneficiary.

What does the beneficiary do at the Originating Site?

An Online Care Assistant (telepresenter) at the Originating Site will prepare the online care room and help the beneficiary launch the online care session. The Online Care Assistant can help make any follow-up Tele-Behavioral Health Care appointments with the Originating Site.

Do active duty Service members need a referral to use the TRIAP benefit?

Active duty Service members, their spouses, and other family members 18 years of age or older who reside in CONUS and enrollees in TRICARE Reserve Select and the Transitional Assistance Management Program may use TRIAP. No referrals or authorizations are required, and there is no cost to the beneficiary.

Can a TRICARE beneficiary access online behavioral healthcare from home?

Beneficiaries can access TriWest's Behavioral Health Portal (www.triwest.com/bh), Behavioral Health Contact Center (1-888-TRIWEST (874-9378), www.triwest.com/bh) and TRIAP Assistance Counselors (1-888-TRIWEST (874-9378), www.triwest.com/bh) from any phone or Internet connection, including from the beneficiary's home.

Tele-Behavioral Health Care cannot be accessed from home; the beneficiary must set an appointment with a Distant Provider and access the appointment from an Originating Site.

What does a beneficiary need at home to videoconference with a TRIAP Assistance Counselor?

TriWest's Assistance Counselors will use Skype software to videoconference with beneficiaries for a non-medical counseling session. Beneficiaries will need a computer, an Internet connection, a video camera and microphone. To use Skype, beneficiaries will also need to download the Skype program and set up a free account (if they do not have one already):

1. Visit www.skype.com
2. Choose the **Business** tab
3. Click the **Download now** button
4. The installation will begin automatically. Follow the instructions on screen provided to walk through the install and create the account.

If the beneficiary does not have the proper hardware or software for a videoconference session, the Assistance Counselor will transfer the eligible beneficiary to [Military OneSource](#) for phone or face-to-face assistance.

Where can I find more information about the TriWest Online Care program?

Information on the TriWest Online Care program, TRIAP and Tele-Behavioral Health Care options can be found at TriWest's Behavioral Health Portal, www.triwest.com/bh.

Fact sheets, information and online demos provide an overview of the Online Care program and the options available to beneficiaries. Beneficiaries can also call the Behavioral Health Contact Center at 1-888-TRIWEST (874-9378) to learn more about accessing care through TRIAP or making a Tele-Behavioral Health Care appointment.