



## Providers

There are many types of providers who deliver behavioral health care services. The following provider types may be authorized by TRICARE:

- Psychiatrists and other physicians
- Clinical psychologists
- Certified psychiatric nurse specialists
- Licensed or certified clinical social workers
- Certified marriage and family therapists (*requires TRICARE participation agreement*)
- Licensed or certified mental health counselors and pastoral counselors (*requires physician referral and supervision*)

If you need assistance finding a provider, contact your primary care manager (PCM), primary care provider, or regional contractor. Active duty service members (ADSMs) and active duty family members (ADFM) enrolled in a TRICARE Prime option may also call the Behavioral Health Care Provider Locator and Appointment Assistance Line (*see the For Information and Assistance section*).

## Getting Care

For emergency care, all beneficiaries should dial 911 or go to the nearest emergency room. An emergency means that the physical well-being of an individual or those around him or her is at risk. Referrals and prior authorization are **not** required.

For nonemergency care, your PCM or primary care provider can provide an initial assessment and possibly treatment, as well as recommend additional treatment with an appropriate behavioral health care provider, if necessary.

ADSMs should always seek nonemergency behavioral health care at a military treatment facility (MTF) first. A referral from the MTF PCM is **always required before receiving** care from a civilian provider.

TRICARE Prime beneficiaries must seek care from a network provider. Non-network provider care will be covered under the point of service (POS) option. TRICARE Standard beneficiaries may see any TRICARE-authorized provider but are encouraged to obtain care from a network provider (TRICARE Extra) because it will result in lower out-of-pocket costs.

TRICARE Prime and TRICARE Standard non-ADSM beneficiaries do **not** need a referral or prior authorization for the first eight outpatient behavioral health care visits per fiscal year. However, a physician referral **is required** for licensed or certified mental health counselors and pastoral counselors. After the initial eight outpatient visits, prior authorization is required from your regional contractor.

Other behavioral health care services always require prior authorization, including nonemergency inpatient admissions and PHPs. For a complete list of services requiring prior authorization, contact your regional contractor.

## Costs

ADSMs have no costs for behavioral health care. To save on costs, non-ADSM beneficiaries are encouraged to seek care at an MTF, when available, or from a TRICARE network provider. TRICARE Prime ADFMs may use the POS option to receive nonemergency services from any TRICARE-authorized provider without a referral, but POS fees will apply. **Note:** POS does **not** apply to the first eight outpatient behavioral health care visits to a network provider, emergency care, or if you have other health insurance.

For more information and specific cost details, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).

## For Information and Assistance

<p><b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) Behavioral Health Care Provider Locator and Appointment Assistance Line: 1-877-747-9579 (8 a.m.–6 p.m. Eastern Time)<sup>1</sup> <a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a></p>	<p><b>TRICARE South Region</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 Behavioral Health Care Provider Locator and Appointment Assistance Line: 1-877-298-3514 (8 a.m.–7 p.m. Eastern Time)<sup>1</sup> TRICARE South Behavioral Health: 1-800-700-8646 <a href="http://www.humana-military.com">www.humana-military.com</a></p>	<p><b>TRICARE West Region</b> TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) Behavioral Health Care Provider Locator and Appointment Assistance Line: 1-866-651-4970 (8 a.m.–6 p.m. in all West region time zones)<sup>1</sup> TriWest Behavioral Health Crisis Line: 1-866-284-3743 <a href="http://www.triwest.com">www.triwest.com</a></p>
<p><b>Defense Enrollment Eligibility Reporting System (DEERS)</b> Phone: 1-800-538-9552 Fax: 1-831-655-8317 <a href="http://www.tricare.mil/deers">www.tricare.mil/deers</a></p>	<p><b>Military Health System Web Site</b> <a href="http://www.health.mil">www.health.mil</a> <b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a></p>	<p><b>Defense Centers of Excellence (DCoE) for Psychological Health &amp; Traumatic Brain Injury</b> 1-866-966-1020 <a href="http://www.dcoe.health.mil">www.dcoe.health.mil</a></p>

1. This service is available only to ADSMs and ADFMs enrolled in a TRICARE Prime option. ADSMs **must** have a referral or authorization before calling these lines.

### An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulation. Changes to TRICARE programs are continually made as public law and/or federal regulation are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Please provide feedback on this flyer at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).