

# Help From Home: Deployment Support for Military Families

Being an Active Duty Service Member (ADSM) or family member can bring unique challenges when an ADSM is deployed. TriWest Healthcare Alliance offers a variety of resources for providers to help ADSMs and their families through these times of transition.

One of these resources is the new [Help From Home video program](#), designed to provide deployment support to ADSMs and their families. The Help From Home program is comprised of two video presentations:

- **Getting Home...All the Way Home**  
Focusing on the ADSM, this program is a valuable behavioral health resource for post-deployment combat veterans with information about common symptoms of combat stress and care available.
- **On the Homefront**  
Focusing on the military family, this video resource features personal insights from military families across the country that have remained on the homefront while their loved ones have deployed. These families offer practical, first-hand advice to spouses, children, teens and parents of ADSMs. Community resources are also featured.

The Help From Home video program is available to [watch online](#) and can also be [ordered as a 2-disc DVD set](#).

This video resource is one of many programs that make up TriWest's multi-dimensional Help From Home initiative that proactively helps ADSMs and their families cope with deployment-related challenges. In particular, National Guard and Reserve members and their families often have limited access to behavioral health resources provided in military treatment facilities (MTFs). Help From Home integrates several distinct, yet integrated programs designed to educate, assist and expedite support.

These programs include:

- Online tools through [TriWest's Behavioral Health Portal](#) on [www.triwest.com](#), which provides access to local and national resources and information on depression, stress, substance use, child and adolescent issues, and more
- Personalized depression support and education from a TriWest clinical health coach
- Continuing education seminars for West Region providers, which educate providers about combat stress identification and treatment
- Partnerships with National Guard and Reserve Family Readiness centers
- Sponsorship of National Military Family Association (NMFA) summer camps for children of deployed Service members
- A toll-free Crisis Line at 866-284-3743, offering assistance from licensed clinicians 24 hours a day, seven days a week
- A free online course for providers to better help TRICARE beneficiaries deal with post-deployment behavioral health issues

These resources have been carefully selected and organized with the ADSM's family in mind. TriWest is committed to doing "Whatever It Takes" to assist and expedite support to Service members and their families during this time.

Providers may refer ADSMs and their families to the [Behavioral Health Portal](#) on [www.triwest.com](#) or contact TriWest at 1-888-TRIWEST (888-874-9378) for additional information.



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.