

Telehealth Provider Directory

Telehealth Provider Directory Overview

Currently PPMS is not displaying information about an Area of Interest (AOI) that has been assigned by TriWest to indicate subspecialty and expertise information. VA plans to have all AOI information available to appointing staff in VA within PPMS to simplify this process in the future. Until then, a telehealth provider can be located through notes entered in PPMS or by searching the TriWest Provider Directory on TriWest's VA Portal. This portal will be removed once PPMS has AOI information.

After identifying a telehealth provider the next step will be to determine if special appointing processes are needed to successfully secure a telehealth appointment. This could also be done through notes in PPMS or an AOI will be present on the listing in the TriWest Provider Directory to state that the provider appoints via email, faxing a form or other method than assigning in HSRM. Detailed instructions are available on the VA Portal.

Process Summary:

1. Find a telehealth provider.
2. See if there is an AOI for special appointing instructions.
3. If there is a special appointing instruction AOI, follow the directions in the Tele-Behavioral Health Appointing Information spreadsheet including using the appropriate forms.

Tele-Behavioral Health Appointing Instructions

Once a Behavioral Health provider is identified as having telehealth capabilities with special appointing processes, access the Tele-Behavioral Health Appointing Information spreadsheet for instructions.

Important Notes:

- Search for a provider under the appropriate state abbreviation tab.
- If you cannot find the provider by NPI under the state abbreviation, check to see if there is a Group relationship (e.g., "CO – HCC", "OR – Options").
- If the provider cannot be found in the spreadsheet, but has a telehealth and a special appointing AOI in the TriWest Provider Directory, please continue your search for a different provider and inform TriWest of the discrepancy.

Scheduling an Appointment

Once a provider is found in the spreadsheet, please review the details to determine the best way to schedule an appointment (i.e., call, fax, email, or form submission). If the provider requires a form submission, access the appropriate form on the portal.



Data Dictionary

To further interpret data in the spreadsheet, use the data definitions below.

States:

Each tab represents a state in which a provider has a license. Therefore, all of the providers in a tab have a license in that state.

Vendors:

If the tab is colored differently, that generally means it is a large TriWest partner that has been separated out due to different appointing processes. The providers under the vendor tabs also have valid licenses in the corresponding state. For instance, in the screenshot below, you can see the vendor HCC is called out for the state of Colorado. The reason for this is because HCC has a large number of tele-behavioral health providers in Colorado. Each provider requires a form to be filled out to schedule an appointment.



Appointing Types:

- **Tele-Behavioral Health (TBH):** Provider offers tele-health via video platform. Veteran may use a smart phone, a tablet, laptop, or desktop to connect. Veteran does not have to travel as sessions are completed in a secure environment of the Veteran's choosing.
- **Telephonic Only:** Provider offers tele-health sessions through an encrypted platform via telephone. Veteran does not require any additional equipment other than a telephone. Provider initiates encrypted call. Veteran does not have to travel as sessions are completed in a secure environment of the Veteran's choosing.
- **Point-to-Point (P2P):** Provider offers tele-health through a video platform, but the provider will be located in one facility and the Veteran will be located in another facility. Veteran will have to travel to a facility for a session. Point-to-Point is ideal for Veterans without internet service, a tele-health capable device, or in a location without providers that offer telephonic sessions. Point-to-Point may also be used for higher risk Veterans, as staff will be on site to assist.
- **Face-to-Face (F2F):** Providers that only offer in person appointments at a specific location. No tele-behavioral health.
- **TBH/F2F:** Provider offers both tele-health and in person appointments upon request.

Provider Alignment:

- **Vendor or Group:** Provider that is a member of a larger network that handles appointing on behalf of a provider. Provider will not appoint directly. All appointments must be routed through instructions for the group.
- **Independent:** Solo practitioner that handles all appointments in-house.

NPI:

National Provider Identifier is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS). These identifiers will match the identifier found in the TriWest Provider Directory and PPMS.



Network Status:

- **PC3 Certified:** Providers that underwent the expedited credentialing process to facilitate rapid network growth in PC3
- **PC3 Contracted:** Providers that are fully contracted and credentialed in PC3
- **CCN:** Providers that are fully contracted and credentialed in CCN

License:

Indicates the practice level of the provider (i.e., social worker, marriage and family therapist, professional counselor, psychologist, psychiatrist). The license determines what services can be provided by the professional.

Specialty:

A provider may indicate an area of expertise or “specialty”. A specialty might include advanced knowledge and practice or it might indicate specialized training in a practice area such as PTSD.

Contact Number:

The contact number provides the information needed to determine how best to contact the provider whether by email, phone or online.

Additional Information:

Any supplemental information related to appointing preferences or provider availability.