

Telehealth Options in the TRICARE® West Region



Beneficiaries in the TRICARE West Region have several options for remote care, including expanded telehealth partners. Below is a list of options available.

Provider Directory

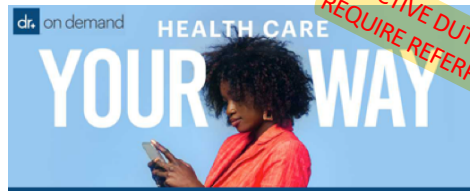
We continue to update our directory daily. We encourage you to Nominate a New Provider if your provider is not listed.

* = required field

SEARCH FOR

- ☐ Health Care Providers
☐ Urgent Care Center
☐ Convenient Care Clinic
☐ MTF
☒ Telemedicine

Directory search.* We continue to offer a telemedicine search feature in our Network Provider Directory to help you identify providers who offer remote care. Select "Telemedicine" to get started: www.tricare-west.com/go/directory.



Doctor on Demand. Urgent care and telemental health care services, including psychiatry. Go to: www.doctorondemand.com/hnfs.

Doctor on Demand is available in all TRICARE West Region states.



Telemind. Telemental health care services, including psychiatry. Go to: www.telemind.com/hnfs.

Psychiatry through Telemind is not available in Alaska, Colorado, Montana, Nebraska, North Dakota, Utah, or Wyoming at this time.



HealthLinkNow. Telemental health care options, including psychiatry. Go to: <https://healthlinknow.com/get-started/>.

HealthLinkNow is only offered in Arizona, California, Nevada, Texas, and Washington at this time.



SimpliFed. Virtual lactation and baby feeding support. Go to: <https://www.simplifed.com/tricare>.

SimpliFed is not available in New Mexico or Oregon at this time.



PsychConnect. Telemental health care options, including psychiatry. Go to: <https://www.psychconnect.com/get-started-individuals.html>.

PsychConnect is only available in Arizona.

TRICARE benefits

Find complete benefit details at www.tricare.mil/CoveredServices. TRICARE covers the use of telemedicine to provide medically and psychologically necessary health care. Some exclusions apply.

Referrals

Referral requirements for covered telemedicine services are the same as those for in-person visits. Active duty service members need a referral for urgent care and mental health care services. TRICARE Prime active duty family members and retirees do not need a referral or authorization for most outpatient urgent and mental health care, including visits through Doctor on Demand and Telemind.

**While TRICARE allows for audio-only telehealth, currently, directory search results will only include providers who have notified us they offer video telemedicine services. For video telehealth, you will need a camera-enabled device that also allows for audio, such as a computer, telephone or tablet.*

Did you know?

If you are looking to start therapy but aren't sure which mental health provider type to see, TRICARE offers a chart to help you understand the difference. Check it out here:

<https://www.tricare.mil/CoveredServices/Mental/GettingMHCare/SelectProvider>