



FACT SHEET

What is TriWest Online Care?

- Beginning August 1, 2009, eligible TRICARE beneficiaries may use TriWest Online Care to access behavioral healthcare services as part of the TRICARE Online Behavioral Healthcare Program, a Department of Defense initiative.
- TriWest Online Care 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** (www.triwest.com/bh): Offers online access to educational information, streaming video and links to hundreds of TRICARE and community-based resources. General behavioral health information is available, as well as information on TriWest Online Care options.
Eligibility: Available to all TRICARE West Region beneficiaries.
 - **Behavioral Health Contact Center** (1-888-TRIWEST (874-9378)): Specially-trained Contact Center staff can verify eligibility, assess the level of care needed and help beneficiaries access behavioral health care with a TRICARE provider in-person or through the TriWest Online Care program.
Eligibility: Available to all West Region beneficiaries eligible for TRICARE behavioral health benefits.
 - **TRICARE Assistance Program (TRIAP)**: The TRIAP demonstration project offers a professional, non-reportable and non-medical counseling service to beneficiaries, with access available from home, 24/7 via Web-based videoconferencing.
Eligibility: Available to 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.
 - **Tele-Behavioral Health Care**: This benefit allows the beneficiary to engage with a licensed TRICARE network provider for a private, individual clinical session using two-way audio and video technology. 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.
Eligibility: Available to all West Region beneficiaries eligible for TRICARE behavioral health benefits, with appropriate referrals and authorizations.

For more information and to access TriWest Online Care, visit TriWest's Behavioral Health Portal at www.triwest.com/bh or call 1-888-TRIWEST (874-9378).