

# 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

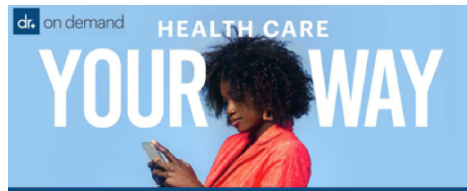
We continue to update our directory daily. We encourage you to Nominate a New Provider if your provider is not listed.

\* = required field

SEARCH FOR

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

**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](http://www.tricare-west.com/go/directory).



**Doctor on Demand.** Urgent care and telemental health care services, including psychiatry. Go to: [www.doctorondemand.com/hnfs](http://www.doctorondemand.com/hnfs).

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



**Telemynd.** Telemental health care services, including psychiatry. Go to: [www.telemynd.com/hnfs](http://www.telemynd.com/hnfs).

*Psychiatry through Telemynd 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](http://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 Telemynd.

*\*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>