

# Telehealth Options in the TRICARE® West Region



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



**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.*



**HealthLinkNow.** Telemental health care options, including psychiatry. Go to: <https://healthlinknow.com/get-started/>.  
*HealthLinkNow is only offered in California, Nevada, Texas, and Washington at this time.*



**Telemynd.** Telemental health care services, including psychiatry. Go to: [www.telemynd.com/hnfs](http://www.telemynd.com/hnfs).  
*Telemynd is available in all TRICARE West Region states.*

## 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).

\*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.



**Aeroflow Breastpumps.** Virtual lactation support with breast pumps, supplies, and more for pregnancy and postpartum! Go to: <https://aeroflowbreastpumps.com>.



**Great Speech.** Virtual speech therapy for kids, adults and seniors. Go to: [www.greatspeech.com/tricare](http://www.greatspeech.com/tricare).  
*Great Speech is offered in all TRICARE West Region states except for Montana, North Dakota and Wyoming.*



**MyDiabetesTutor.** Comprehensive diabetes management solutions to help you take control of your diabetes and improve your overall health. Go to: [www.mydiabetestutor.com/contact-us](http://www.mydiabetestutor.com/contact-us).  
*MyDiabetesTutor is only offered in California at this time.*

## 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.



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



**SimpliFed.** Virtual lactation and baby feeding support. Go to: <https://www.simplifed.com/tricare>.  
*SimpliFed is not available in Oregon at this time.*



**TeamHealth VirtualCare.** 24/7 virtual urgent care provided by emergency medicine-experienced clinicians. Go to: [www.teamhealthvirtualcare.com/tricare](http://www.teamhealthvirtualcare.com/tricare).  
*TeamHealth VirtualCare is only offered in California, Colorado, Idaho, Iowa, Kansas, Montana, Texas, Utah, and Washington at this time.*

## 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.

## Did you know?

If you are looking to start therapy but aren't sure which mental health care provider type to see, TRICARE offers a chart to help you understand the difference. Check it out here: <https://www.tricare.mil/CoveredServices/Mental/MentalHealthApts/Types-of-Providers>