

A Provider's Guide to TriWest's Behavioral Health Resources

Since October 2001, the U.S. military has deployed more than 1.6 million Service members. Many have deployed for multiple tours, and the stress on these service members and their loved ones presents unique health challenges, requiring support from many sources.

TriWest Healthcare Alliance has developed a vast Web-based resource in support of emotional health, deployment-related issues, addiction recovery, and military youth. These evidence-based resources are compiled on TriWest's Behavioral Health Portal at www.triwest.com.

Navigating Behavioral Health Categories

Providers will find practice guidelines, assessment tools, and a number of other resources to help providers assist patients experiencing depression, stress, Posttraumatic Stress Disorder (PTSD), substance use disorders and more. From locating a specialty provider to supporting a family managing behavioral health issues, TriWest is doing its part to direct providers to resources and tools that are available.

There are four separate areas of the Behavioral Health Portal for providers: Emotional Well-Being, Deployment, Addiction Recovery and Child/Adolescent with a list of topics within each area. For example, Emotional Well-Being contains the following topics:

- Depression
- Eating Disorders
- Grief
- Motivation
- Panic Disorder
- PTSD
- Sleep
- Stress
- Suicide

Within each area is an assessment of the topic, how it relates to a TRICARE beneficiary and various tools within each topic area. For example, the following tools are available under PTSD:

- ***Practice Guidelines.*** Clinical or practice guidelines bring together the best evidence-based and clinical knowledge necessary for sound decision-making about a specific health problem.
- ***Clinical Assessment Tools.*** Supplies details about treatment plans based on research and established treatment strategies and reassessments, including clinician-administered assessments, self-report assessment tools, and screening for PTSD in a primary care setting.
- ***Clinician Administered Treatment Resources.*** This resource list includes the Iraq War Clinician's Guide and links to several other manuals focused on exposure therapy and cognitive restructuring.
- ***Self-Help Resources.*** A variety of patient tools, including fact sheets, videos, books and Web sites, to help support and direct treatment for PTSD.
- ***Treatment Options.*** Review the recommended therapies for treating PTSD, including general information about drug therapy.
- ***TRICARE Behavioral Health Benefits.*** The U.S. Department of Defense military health care system offers TRICARE Prime, Extra and Standard benefits to active duty service members, families and retirees. TRICARE Reserve Select is a premium-based health plan for Guard and Reserve service members and families.

Along with these Web-based resources, TriWest also offers the ***Help From Home Deployment Support Video Program***. Designed to provide deployment support to returning Service members and their families, providers can view this program online at www.triwest.com.



TriWest Healthcare Alliance provides access to quality health care for 2.9 million members of America's military family in the 21-state TRICARE West Region.

Provider's Guide (cont.)

The **Help From Home** video program is comprised of two videos:

- **Getting Home ... All the Way Home** provides post-deployment support to Service members and discusses common symptoms of combat stress and care available.
- **On the Homefront** features personal insights from families across the country that remained at home while a loved one deployed. These families offer advice to spouses, children and parents of Service members.

Another Web-based tool is the **Access Local and National Resources Today** link, where providers can click on their state to pinpoint resources in their area that are available to assist TRICARE beneficiaries. It also offers national resources and Armed Services sites.

TriWest recognizes that TRICARE beneficiaries have unique needs due to military deployment. TriWest encourages TRICARE beneficiaries to talk to their primary care provider if their readjustment following deployment is not going well. The behavioral health portal is a clinical and psychosocial resource to help providers who care for military families.

Providers also can register for the secured Web site, which offers features to help ease a provider's administrative burden. Registered providers can:

- Verify patient eligibility
- Determine status of referrals/authorizations
- Submit claims online, view claims and check claim status
- Download Explanations of Benefits
- See what checks have been issued

Register for secure access to the TriWest website now! Simply click the "Register Now" button at www.triwest.com/provider to get started.

TRICARE has created a [quick reference guide](#) for behavioral health that offers a summary of benefits. In addition, don't forget to sign up for the TRICARE E-Newsletter that delivers the latest TRICARE program updates every 2-3 weeks via e-mail.

Please refer to www.triwest.com/provider or call 1-888-TRIWEST (888-874-9378) for additional information.



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