

BH Benefits

- TRICARE-Covered BH Treatment Includes
 - Outpatient therapy
 - Partial hospitalization
 - Emergency inpatient hospitalization
 - Residential treatment center
 - Children and adolescents
 - Substance abuse treatment

Veteran/Military/Homeland Security Comm.

Date: FEB 2, 2012

Attachment #: 2

BH Benefits (cont.)

- All ADSM must receive care at the MTF
- When Service Is Not Available at the MTF for ADSM, They May Be Referred to Network Provider
- Beneficiaries are encouraged to seek care from the MTF, but are not required to do so

Referrals and Authorizations

- Referrals Not Required for BH Services for Prime or Standard Beneficiaries
- Exceptions
 - Licensed or certified mental health counselors
 - Must have referral and supervision from M.D. or D.O.
 - Even for first 8 sessions per fiscal year (FY)

Authorizations (cont.)

- BH Outpatient
 - One Outpatient Diagnostic Interview per Beneficiary, per Provider, per Fiscal Year
 - No authorization required for the first 8 self-referred, outpatient BH visits per FY
 - Authorization is required for visits after the initial 8 self-referred, outpatient BH visits per FY

Psychiatric Partial Hospitalization Programs (PHP)

- Freestanding Programs Must Be TRICARE-Certified by TRICARE Quality Monitoring Contractor (TQMC)
- Requires Prior Authorization
- Maximum 60 Treatment Days (Full or Half Day) per FY
- Days Do Not Count Toward Inpatient Limits

Inpatient Stays – BH

- FY Oct 1 – Sep 30
 - 30 days – Age 19 and older
 - 45 days – Age 18 and younger
- Prior Authorization Required for Non-emergency Admissions
- Emergency Admissions Require Notification 24 – 72 Hours After Admission

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Residential Treatment Centers (RTC)

- Children and Adolescents Only
- 150 Days Maximum per FY or Single Admission
 - Medical necessity review
- Prior Authorization Required
- RTC Must Be TRICARE-Certified

Substance Use Disorder

- Substance Use Disorder Treatment Services Must Be Provided by
 - TRICARE-certified facilities
 - TRICARE-certified hospital-based program
- Treatment
 - *Detoxification - 7 days per episode
 - *Rehabilitation - Up to 21 days inpatient, PHP or combination of both per benefit period
- *count toward inpatient and PHP day limits
- Outpatient care - Facility-based programs
- Not covered at therapist's office
- Prior Authorization Required for non-emergencies

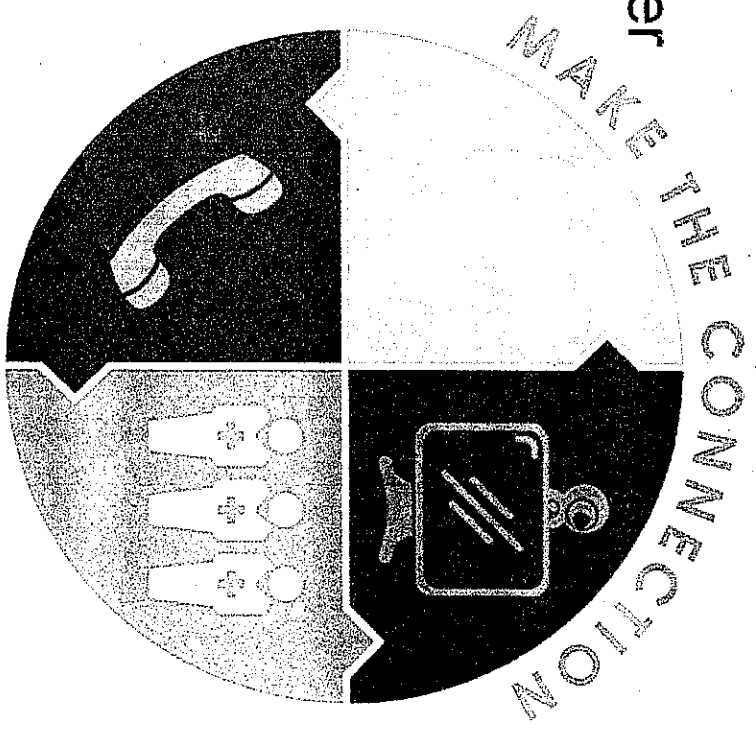
Substance Use Disorder (cont.)

- Rehabilitation Services
 - Benefits start first day of covered treatment, end 365 days later
 - Beneficiary has 1 episode of care per year and 3 episodes of care per lifetime
- Outpatient care – Facility-based programs
 - Group
 - Family
 - Individual

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TriWest Online Care

- 4 Distinct Levels of Care
 - TriWest BH Portal
 - TriWest BH Contact Center
 - TRICARE Assistance Program (TRIAP)
 - Tele-Behavioral Health Care
- Access Through
 - www.triwest.com/bh
 - 1-888-TRIWEST



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BH Portal

www.triwest.com/bh

Self-Service 24/7/365
 Evidenced-based
 information

- Fact sheets
- Videos
- Clinical resources

The screenshot shows the TriWest Behavioral Health Portal website. At the top, there is a navigation bar with the TriWest logo and the text "PROVIDER *PowerTeam*". Below this is a header with "BEHAVIORAL HEALTH PORTAL" and "EMOTIONAL & MENTAL HEALTH CONNECTIONS". The main content area features a welcome message: "Welcome to TriWest's Behavioral Health Portal. Over the past several years, the U.S. military has deployed more than one million Service members...". To the right of the text are several icons for services like "TriWest Online Care", "Provider Reference", "Help from Home", and "Resource Locator". At the bottom, there is a footer with "About TriWest | Employment | Contact Us | Site Map | News Room".



BH Contact Center

- Available 24/7/365 at 1-888-TRIWEST
- Accessible Via Phone, Secure Web Mail or Web-Based Instant Message-Chat
- Beneficiaries Are Assessed and Triageed
- Crisis Line Services Provided by Licensed Professionals 24/7/365
- Accredited by the American Association of Suicidology
- Beneficiaries call 1-866-284-3743

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TRIAP

- Professional Web-Based Assistance and Non-medical Counseling
- Available 24/7/365
- Web-Based Videoconferencing
- Provided by Assistance Counselors (Licensed Master's or Ph.D.-Level)
- Assistance With Personal Life Issues
- Available for ADSM and ADFM only

