

TRANSITIONING SERVICE MEMBERS (NON-RETIREMENT)

BEHAVIORAL HEALTH RESOURCE GUIDE

MARINE CORPS BASE, QUANTICO

NMRTC QUANTICO BEHAVIORAL HEALTH DEPARTMENT
3259 CATLIN AVE., QUANTICO, VA 22134
703-784-1779



INTRODUCTION

Transitioning to civilian life can be a complex and challenging process. This resource guide is for service members to connect to behavioral health resources throughout their transition process.

- ***Transition support services:*** Offers specialized coaching and consultation and can assist with finding mental health services, identifying goals, learning about benefits available to you, and gathering a range of resources to meet your needs.
- ***Medical behavioral health care:*** Offers preventative services as well as diagnosis and treatment of mental health and substance use disorders. Treatment can include therapy, medication management or group support, and there are many different types of care offered to address a broad spectrum of issues like depression, anxiety, PTSD, bipolar disorder and more.
- ***Non-medical counseling:*** Typically short-term and is designed to help someone address stressors and challenges associated with work or home. This can include improving relationships, managing stress or anger, addressing parenting challenges, coping with grief and loss, and more.
- ***Non-VA/DOD non-profit support resources:*** Resources available outside of the VA/DOD system for mental health and TBI care.

Each program within this guide has its own eligibility requirements. It is recommended that you contact the program directly to see if you are eligible for services.

TABLE OF CONTENTS

TRANSITION SUPPORT SERVICES

InTransition	5
Military OneSource: Transition Consultations	7

MEDICAL BEHAVIORAL HEALTH RESOURCES

Veterans Affairs and Vet Centers	11
TRICARE Options	15
TRICARE Telehealth Options	18

NON-MEDICAL COUNSELING

Military OneSource	21
--------------------------	----

NON-VA/DOD NON-PROFIT SUPPORT RESOURCES

Cohen Veterans Network	28
Give an Hour	30
The Headstrong Project	33
MossRehab TBI Program	35

TRANSITION SUPPORT SERVICES

InTransition Overview.....	5
InTransition Brochure.....	6
Military OneSource: Transition Support Overview.....	7
Military OneSource: Transition Brochures.....	8

InTransition

InTransition is a free, confidential program that offers specialized coaching and assistance for active-duty service members, National Guard members, reservists, veterans and retirees who need access to mental health care when:

- Relocating to another assignment
- Returning from deployment
- Transitioning from active duty to reserve component or reserve component to active duty
- Preparing to leave military service
- *Any other time* a new mental health provider is needed, or if a provider is needed for the first time.

Coaches employ interventions that are appropriate for the individual including assistance with developing an action plan or setting goals, encouragement with the use of adapting strategies, responses to mental health questions related to diagnosis or life issues, self-management materials, decision support for treatment options, and encouragement to make healthy choices to support well-being.

Call InTransition directly to establish services.
No referral is required.

☎ 1-800-424-7877 (CONUS)

☎ 1-800-424-4685 (DSN – OCONUS)

Live Chat and email available on website

Who is eligible for services?

inTransition services are available to ALL military members regardless of length of service or discharge status and there is NO expiration date to enroll.

Diagnose and treat mental health disorders? NO

Medication services? NO

Cost: NONE



A **FREE** program that offers coaches who provide psychological health care support to **#servicemembers** and their health care providers during times of transition — to and from active-duty status, relocation, deployment or separating from the military.

Service members can call 800-424-7877 to self-enroll or visit the website **health.mil/intransition.**

Military OneSource

Specialty Consultations and Transition Services

Military OneSource offers an assortment of resources to transitioning veterans.

Personal support:

- Non-medical counseling to ease emotional stress associated with transitions
- Spouse relocation and transition help
- Connecting to transition assistance programs
- Pre-separation counseling to identify needs and a personal plan
- Coaching and peer support (from a veteran, service member, or military spouse)

Education and career assistance:

- Education consultations to identify benefits
- College and online resources
- Expert consultations on identifying career goals
- Help mapping military experience to civilian jobs
- Spouse Education and Career Opportunities program

Financial and tax help:

- Financial planning with a financial counselor
- Guidance on military benefits
- Help identifying tax deductions

Specialty transition support:

Phone or video session with a specialty consultant who can assist with understanding benefits, exploring education opportunities, preparing for the workforce, and becoming familiar with VA requirements/procedures.

 1-800-342-9647

Who is eligible for services?

Active Duty, Guard and Reserve members who are transitioning to civilian life. Transition consultations are available from 365 days pre-separation, and for 365 days after. Categorization of discharge must be honorable or general under honorable conditions.

Diagnose and treat mental health disorders? NO

Medication services? NO

Cost: NONE

New Specialty Consultation for Transitioning Veterans

Get a series of personalized support sessions to make your transition to civilian life easier.

The Transitioning Veterans specialty consultation from Military OneSource helps you navigate the resources, benefits and programs that pave the way for a successful transition to civilian life. Eligible service members can call anytime to schedule free, personalized support sessions.

Prep for the Road Ahead

Over phone or video sessions, Military OneSource consultants can help transitioning veterans:

- Identify goals
- Understand veterans' benefits like health, dental, vision and life insurance
- Explore education opportunities
- Prepare for the workforce with referrals to resources for resume building and mock interviews
- Become familiar with VA requirements and procedures

Who's Eligible

Consultations are available:

- To active-duty, Guard and reserve members transitioning to civilian life
- For 365 days before your separation date and 365 days after

Military spouses can get transition assistance through the Military Spouse Transition Program, or MySTeP. Get started at <https://myseco.militaryonesource.mil/portal/mystep>.

Start Planning Today

You can schedule a consultation anytime, 24/7: call Military OneSource at **800-342-9647** or live chat at **MilitaryOneSource.mil**





Retiring or Separating from the Military?

**Go to MilitaryOneSource.mil or call 800-342-9647
for a full year of access to free transition resources.**

Master your transition to civilian life. Take advantage of Military OneSource services 24/7 for up to one year after separation or retirement. Services after 365 days may be provided through the Department of Veterans Affairs or other community resources. With Military OneSource, you get:

Personal Support

- Non-medical counseling to ease the emotional stress associated with transitions
- Spouse relocation and transition help to sort through renting vs. buying, choosing your next location, switching schools and other questions
- Connections to transition assistance programs that help you through this milestone
- Pre-separation counseling to identify transition needs and a personal plan

Education Assistance

- Sessions with an education consultant to identify benefits, such as Post-9/11 GI Bill, federal grants and tax deductions to take you to the next level
- Information on colleges and online resources, such as College Navigator and TA DECIDE

Career Resources

- Expert consultations on identifying career goals
- Help with mapping your military experience to civilian jobs via the Career Transitions database
- Spouse Education and Career Opportunities, or SECO, offering support for career exploration, education, training and licensing and more

Financial and Tax Help

- Financial planning with an accredited financial counselor, including strategies on saving for transition and building emergency funds
- Guidance on military benefits, such as converting your Servicemembers' Group Life Insurance plan to Veterans Group Life Insurance and transferring your GI Bill to your children and spouse
- Help identifying military tax deductions and allowances, such as combat pay exclusion and moving expenses
- Secure, easy-to-use tax filing software with 100 percent guarantee for accuracy by the software provider

When you're mastering your transition, we're on standby to help.
Call 800-342-9647 or visit MilitaryOneSource.mil.



MEDICAL BEHAVIORAL HEALTH RESOURCES

Veterans Affairs and Vet Centers Overview.....	11
Veterans Affairs and Vet Centers Additional Info.....	12
TRICARE Options Overview.....	15
TRICARE Additional Info.....	16
TRICARE Telehealth Options Overview.....	18
TRICARE Telehealth Brochure.....	19

Veterans Affairs and Vet Centers

The VA provides comprehensive behavioral health and substance abuse care including inpatient and outpatient services. Even if you don't qualify for VA health care, you may still be able to get help with certain military service-related issues. You can call or walk into any VA medical center and they will assist you in accessing services through the VA or in your community. VA mental health services are available at local outpatient clinics, VA hospitals, and through telehealth services.

VET CENTERS

If you're a combat Veteran or victim of military sexual trauma, you can visit a Vet Center to get free individual and group counseling. You can access these services even if you're not enrolled in VA health care and aren't receiving disability compensation. Most locations will offer care to a service member who is on terminal leave.

Vet Centers offer:

- Military sexual trauma (MST) counseling
- Trauma-focused counseling
- Readjustment counseling, Employment counseling
- Bereavement (grief) counseling
- Substance abuse assessment and referral

To locate and connect with a Vet Center near you, search at: <https://www.va.gov/find-locations/>

VA MENTAL HEALTH APPS

The VA has dozens of mental health apps for Veterans and service members. Examples of available apps:

- PTSD Coach, and the PTSD Family Coach
- AIMS For Anger Management
- Beyond MST
- Couple's Coach
- Insomnia Coach
- Mindfulness Coach
- Vet Change for Healthy Drinking habits

Visit <https://mobile.va.gov/appstore/> to explore your options.

*Note: Even if you are not eligible for VA care, there is coverage for emergency mental health care. See the VA website for additional information. EVERY state also has a Department of Veterans Services which can also help you find care.



U.S. Department
of Veterans Affairs

Choose **VA**

Get started with Mental Health Services

This guide will help you access mental health services, which may include treatment and support for mental health problems like post-traumatic stress disorder (PTSD), the effects of military sexual trauma (MST), depression, grief, substance use problems, and anxiety-related conditions.

I need help now.

Call, text, or chat online with our caring, qualified responders at the Veterans Crisis Line. Many of the responders are Veterans themselves. The confidential line is **open 24 hours a day, 7 days a week, 365 days a year**.

- **Call** 988 then press 1
- **Text** a message to 838255
- **Online** <https://www.veteranscrisisline.net>, click “chat”

For emergency mental health care, you can also **go directly to your local VA medical center**—regardless of your discharge status or enrollment in other VA health care.

I’m not in crisis, I’m just having problems sleeping, controlling my anger, or readjusting to civilian life.

You are not alone. Over 1.7 million Veterans received mental health care at VA last year. Mental health professionals at VA specialize in the mental health needs of Veterans. Services range from peer support with other Veterans to counseling with a mental health professional to medication. You may be eligible for these services from VA or VA may be able to connect you with mental health resources in your community.

- **Online** <http://www.mentalhealth.va.gov/gethelp.asp>

Am I eligible for VA mental health care?

Most former Service members can access VA mental health care services, but costs may vary. Here are some common scenarios:

I separated recently from uniformed service with an honorable discharge.

- All former Service members can access emergency VA mental health care. Call or visit your local VA medical center to determine your eligibility for non-emergency VA mental health care. Many programs and services do not require a payment. When payment is required, cost depends on many factors.
- You are automatically eligible for Vet Center services at no cost, without time limitation or need to enroll in VA health care.

I am a recently separated combat Veteran with an honorable discharge.

- You may be eligible to enroll in VA health care and receive care for conditions related to your combat service at no cost for 5 years after your date of discharge.

I separated from uniformed service many years ago.

- All former Service members can access emergency VA mental health care. Call or visit your local VA medical center to determine your eligibility for non-emergency VA mental health care. Many programs and services do not require a payment. When payment is required, cost depends on many factors.

I am a current or former member of the National Guard or Reserves.

- You may be eligible for VA mental health care or Vet Center services.

If you have any questions, please give us a call at 877-222-VETS (877-222-8387).

HOW DO I SCHEDULE MY FIRST APPOINTMENT?

*If you are already signed up for VA health care, **call or visit your local VA medical center or Vet Center**.*

- Find locations and phone numbers **online** <https://www.va.gov/find-locations>

*Depending on what best meets your needs, you will receive a face-to-face visit with a clinician, or a phone or video call with a nurse, or a prescription filled the **same day**. If you are not already signed up for VA health care, **call us or visit your local VA medical facility to find out what services may be available to you.***

- 877-222-VETS
877-222-8387
Mon.–Fri., 8AM – 8PM EST

HOW MUCH WILL IT COST?

*VA considers a combination of your **disability rating, service history, medical need, and income level** when determining how much you might have to pay for services.*

Please don’t let the possibility of paying “out-of-pocket” stop you from getting mental health care.

What if I have an Other-than-Honorable (OTH) or “bad paper” discharge?

You may receive emergency VA mental health care. You may also be eligible for non-emergency VA mental health care. Call or visit your local VA medical facility to find out what services may be available to you.

Do I have to be enrolled in VA health care to access VA mental health services?

No. There are some VA mental health services you can access without being enrolled in VA health care. For example, regardless of disability claim or enrollment status, community-based Vet Centers offer confidential individual and group counseling for eligible Veterans, Service members and their families at no cost. Vet Centers also provide counseling for survivors of military sexual trauma (MST), and their families, regardless of when or where you served and may provide other services, such as:

- Readjustment counseling
- VA benefits assistance
- Bereavement (grief) counseling
- Employment counseling
- Substance abuse assessment and referral

→ **Call** 877-WAR-VETS (877-927-8387), confidential and open 24 hours a day, 7 days a week, 365 days a year

→ **Find** a Vet Center at <https://www.va.gov/find-locations>

If you do enroll in VA health care, you will have access to VA’s full range of health care services. Even if you do not enroll, you may be eligible for other VA **benefits**, such as housing, employment, job training, and education—all of which can affect mental health. We encourage all former Service members to contact us so we can determine how to best support you.

Will using mental health services at VA put my career at risk?

Medical records are protected by privacy laws. A mental health diagnosis or seeking mental health care does not automatically jeopardize work-related credentials such as security clearances. Generally, employers recognize that healthy employees who get the help they need are more productive and effective in their jobs.

Am I able to see a mental health provider outside of VA?

VA provides health care for Veterans from providers in your local community outside of VA. Veterans may be eligible to receive care from a community provider when VA cannot provide the care needed. This care is provided on behalf of and paid for by VA. Community care is available to Veterans based on certain conditions and eligibility requirements, and in consideration of a Veteran’s specific needs and circumstances. Community care must generally be authorized by VA before a Veteran can receive care from a community provider.

- **Visit** <https://www.va.gov/communitycare> to learn more

OTHER QUESTIONS YOU MAY HAVE:

It can be difficult for me to visit VA facilities. Are there services I can access online?

VA Video Connect is a telehealth service where you can talk to a VA mental health provider on a mobile device, a computer in your home, or at a local VA Community-Based Outpatient Clinic (CBOC). VA can provide the necessary equipment if you don’t already have it. Ask any of your VA health care providers for help connecting you with the VA Video Connect Telehealth program.

What other options do I have?

Make the Connection is an online resource where you can hear stories from other Veterans who sought help with mental health challenges.

→ **Online** <https://maketheconnection.net>

Military OneSource provides many resources for active duty Service members, Veterans (up to one year after separation), and their immediate family members.

→ **Call** 800-342-9647

→ **Online** <https://www.militaryonesource.mil>

What if I have lost my housing or I am in danger of losing it?

The National Call Center for Homeless Veterans can help.

→ **Call** 877-4AID-VET (877-424-3838)

24 hours a day, 7 days a week, 365 days a year

Are there VA mental health resources for family and caregivers of Veterans?

Caregiver Support Coordinators are social workers and nurses with extensive knowledge of VA benefits and services. They can help you connect with the resources you need.

→ **Call** the Caregiver Support Line
855-260-3274, Monday–Friday
8 AM – 8 PM EST

→ **Online** https://www.caregiver.va.gov/help_landing.asp

→ **Find** a Caregiver Support Coordinator in-person at a VA Medical Center

**Veterans Health Administration's
Readjustment Counseling Service Fact Sheet**

www.vetcenter.va.gov
VHA10RCSAction@va.gov

Vet Centers

Vet Centers are community-based counseling centers, within the Veterans Health Administration's Readjustment Counseling Service (RCS), that provide a wide range of social and psychological services including professional readjustment counseling to Veterans and active duty Servicemembers, to include members of the National Guard and Reserve components, who:

- Have served on active military duty in any combat theater or area of hostility;
- Experienced a military sexual trauma;
- Provided direct emergent medical care or mortuary services, while serving on active military duty, to the casualties of war, or;
- Served as a member of an unmanned aerial vehicle crew that provided direct support to operations in a combat zone or area of hostility.
- Vietnam Era veterans who have accessed care at a Vet Center prior to January 1, 2004

Vet Center services are also provided to family members of Veterans and Servicemembers for military related issues when it is found aid in the readjustment of those that have served. This includes bereavement counseling for families who experience an active duty death.

A core value of the Vet Center program is to promote access to care by helping Veterans, Servicemembers, and their families overcome barriers that impede them from using those services. For example, all Vet Centers maintain regularly scheduled non-traditional hours, to include evening and weekends, to ensure Veterans and Servicemembers are able to access these services. Also, Vet Centers are able to create Veteran to Veteran connections as over 72% of Vet Center staff are Veterans and a majority of those individuals have served in combat zones.

There are 300 Vet Centers located in every state, the District of Columbia, American Samoa, Guam, and Puerto Rico.

Outreach

To ensure that Veteran, Servicemembers, and their families are provided access to care, RCS has implemented a robust outreach program that focuses on the creation of face to face connections with those that have served. Vet Center staff regularly participate in a myriad of Federal, State, and local sponsored Veteran related events in the communities that Veterans and Servicemembers live.

In addition, RCS maintains a fleet of 80 Mobile Vet Centers that are designed to extend the reach of Vet Center services through focused outreach, direct service provision, and referral to communities that do not meet the requirements for a "brick and mortar" Vet Center, but where there are Veterans, Servicemembers, and their families in need of services. In many instances these communities are distant from existing services and are considered rural or highly rural.

Vet Center Call Center

The Vet Center Call Center **1-877-WAR-VETS** is an around the clock confidential call center where those that served and their families can call to talk about their military experience or any other issues they are facing in their readjustment. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans. The call center has warm handoff capabilities with all Vet Centers, the National Crisis Hotline, and the National Caregiver Hotline.

Additional Information

- All services are available without time limitation and at no cost
- To use Vet Center services eligible Veterans or Service members:
 - Do not need to be enrolled with the Department of Veteran Affairs (VA) Medical Centers;
 - Do not need a disability rating or service connection for injuries from either the VA or the Department of Defense, and;
 - Can access Vet Center services regardless of discharge character to include dishonorable discharges.
- No information will be released to any person or agency without the written consent from the Veteran or Servicemember, except in circumstances averting a crisis.

TRICARE Mental Health Services

TRICARE offers coverage for emergency and non-emergency mental health care.

Emergency Mental Health Care:

Emergency mental health care is appropriate when an individual is at immediate risk of serious harm to self or others as a result of mental disorder. Or when an individual needs immediate continuous skilled observation at the acute level of care (based on a psychiatric evaluation).

Non-Emergency Mental Health Care:

Unless you are still active duty, you don't need to get a referral or pre-authorization for any outpatient mental health (except substance use disorder (SUD) Care). This includes services like therapy and counseling. If you choose a provider outside the TRICARE network, you may pay higher costs.

To Locate a Provider:

You can locate TRICARE-authorized mental health providers by using the *Find a Doctor Wizard* online:
<https://www.tricare.mil/FindDoctor>

Who is eligible for services?

All TRICARE beneficiaries (referral required for Active Duty)

Diagnose and treat mental health disorders? YES

Medication services? YES

*Note: If you do not have TRICARE eligibility post-EAS, you can access similar services through your health insurance company, or from a university health center if you are enrolled in college. Your county of residence will also offer a "Community Services Board" or similar program that offers affordable mental health care.



TRICARE® Mental Health and Substance Use Disorder Services

Mental health and substance use disorder services are available for you and your family

TRICARE mental health and substance use disorder (SUD) services are available for you and your family during times of stress, depression, grief, anxiety, mental health crisis, or misuse or abuse of alcohol or drugs. This fact sheet provides information to help you get the care you need. Visit www.tricare.mil/mentalhealth or contact your regional contractor for more information.

COVERED OUTPATIENT SERVICES

Referrals may be required for certain outpatient services. In most situations, prior authorization is not required for any outpatient mental health or SUD visit. Active duty service members (ADSMs) should always seek nonemergency mental health care at military hospitals or clinics when available. If services are not available, ADSMs must get referrals and prior authorizations from their primary care manager before getting civilian care. Care access and rules vary by beneficiary type, location and TRICARE program option. Refer to the *Getting Care* section of this fact sheet for details.

Physician referral and supervision may be required when seeing mental health counselors and is always required when seeing pastoral counselors.

Note: Certain mental health and SUD services may not be available overseas.

Psychotherapy

Psychotherapy is discussion-based mental health therapy. Outpatient psychotherapy is covered when medically or psychologically necessary to treat a mental health disorder. Outpatient psychotherapy is covered for any combination of individual, family, group or collateral sessions for a diagnosed and covered condition from a TRICARE-authorized provider. Beneficiaries who require multiple sessions on the same day may require a higher level of care (Refer to the *Intensive Outpatient Program* and *Partial Hospitalization Program* sections of this fact sheet for details). The following types of psychotherapy sessions are covered:

- **Individual psychotherapy:** Therapy may be used when medically or psychologically necessary for adults and children to ease emotional issues that impact the ability to function, to reverse or change troubling behavior and to assist with coping in times of personal crisis. Sessions are covered up to 60 minutes; crisis sessions may extend up to 120 minutes.
- **Family or conjoint psychotherapy:** Therapy designed to treat the entire family. Regular sessions are covered up to 90 minutes; crisis sessions may extend up to 180 minutes.
- **Group psychotherapy:** Therapy in which multiple patients are treated together as a group. Sessions are covered up to 90 minutes.

TRICARE Select beneficiaries may see any TRICARE-authorized provider, but will minimize out-of-pocket costs by visiting TRICARE network providers.

A physician referral and supervision is always required to see pastoral counselors and may be required to see mental health counselors. Contact your regional contractor to find out if a mental health counselor requires physician referral and supervision before getting services.

Nonemergency inpatient admissions (including residential substance use disorder treatment) and RTCs always require prior authorization. Contact your regional contractor for prior authorization requirements. For a list of TRICARE-authorized network and non-network providers, visit www.tricare.mil/findaprovider. To coordinate referrals and prior authorizations overseas, TOP Prime beneficiaries should contact their PCMs or military hospitals or clinics.

TOP Prime Remote beneficiaries should contact their TOP Regional Call Centers.

COSTS

ADSMs have no costs for mental health care from or authorized by the Military Health System. Non-ADSMs can minimize costs by seeking care at military hospitals or clinics, when available, or from TRICARE network providers. TRICARE Prime active duty family members may get nonemergency care from TRICARE-authorized non-network providers without referrals, but POS fees apply.

For more information and specific cost details, visit www.tricare.mil/costs.

LOOKING FOR More Information?

GO TO www.tricare.mil/contactus

E

TRICARE East Region

Humana Military
1-800-444-5445
HumanaMilitary.com
www.tricare-east.com

O

TRICARE Overseas Program (TOP)

International SOS
Government Services, Inc.
www.tricare-overseas.com
For toll-free contact information,
visit this website.

W

TRICARE West Region

Health Net Federal Services, LLC
1-844-866-WEST (1-844-866-9378)
www.tricare-west.com

TOP Regional Call Centers

Eurasia-Africa
+44-20-8762-8384 (overseas)
1-877-678-1207 (stateside)
tricarelon@internationalsos.com

Latin America and Canada
+1-215-942-8393 (overseas)
1-877-451-8659 (stateside)
tricarephl@internationalsos.com

Pacific (Singapore):
+65-6339-2676 (overseas)
1-877-678-1208 (stateside)
sin.tricare@internationalsos.com

Pacific (Sydney):
+61-2-9273-2710 (overseas)
1-877-678-1209 (stateside)
sydricare@internationalsos.com

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

TRICARE Virtual Mental Health Services

TRICARE offers virtual mental health services through interactive audio/video technology.

Option 1: Telemynd is a virtual/telehealth service that works with patients to understand their unique needs, and then matches them with a licensed therapist or prescriber who can help. Additionally, Telemynd offers transition planning for ongoing care following participation in the MyCare Intensive Support Program. Telemynd therapists offer at-home virtual sessions, and prescriber visits can be conveniently scheduled at one's primary care facility.

Services:

- Virtual mental health care
- Individual therapy
- Psychiatry services
- Care coordination

Doctor on Demand offers 24/7 access to doctors, psychiatrists, psychologists, therapists, and other medical experts. Care is always available, anytime and anywhere. Select and see your favorite providers again and again right from your smartphone, tablet or computer.

Services:

Virtual mental health care for conditions such anxiety, stress, depression workplace issues, insomnia, PTSD, loss, postpartum, headaches, panic attacks and more.

- Individual therapy
- Psychiatry services
- 24/7 access to services with coaching and support
- Urgent and chronic care is available
- Preventative/specialty care

Who is eligible for services?

All TRICARE beneficiaries (referral required for Active Duty)

Diagnose and treat mental health disorders? YES

Medication services? YES



New telemedicine options are here!

We at Humana Military are always evolving and discovering different and innovative ways to help you in your healthcare journey. Our new telemedicine options allow you to receive necessary services through interactive audio/video technology. See your provider in a convenient, cost-effective and private setting without ever having to leave your home!



Photo by:
Master Sgt. Ryan Matson



Find out if your provider offers telemedicine

- Search our provider locator by filtering network providers offering telemedicine, shown by a green “Telemedicine” indicator



on demand

- Urgent care and behavioral health services (excludes tele-psychiatry)
- Doctor On Demand is a pilot program, not currently available to Active Duty Service Members (ADSM)



TELEMYND

- Behavioral health services, psychology and psychiatry (Medicine Assisted Treatment, Substance Use Disorder, and Applied Behavioral Analysis services are excluded)
- Only available in certain states at this time. Contact Telemetrynd at (866) 991-2103 for information about your state

During this stateside public health emergency, there are no copays or cost-shares for telemedicine care.
*Referrals may be required**

For more information, visit HumanaMilitary.com/Telemedicine

Additional information

Telemedicine benefit:

TRICARE.mil/CoveredServices/IsItCovered/Telemedicine

Telemental health benefit:

TRICAREmil/CoveredServices/IsItCovered/TelementalHealth
HumanaMilitary.com/Coronavirus

*TRICARE Prime Active Duty Family Members (ADFM) and retirees do not need a referral or authorization.

Telemedicine services do not include texting.

Humana
Military



XBBB0620-C

NON-MEDICAL COUNSELING

Military OneSource Non-Medical Counseling.....	21
Military OneSource Additional Support Resources.....	22

Military OneSource

Non-Medical Counseling:

Military OneSource counselors (licensed clinical counselors/therapists) are available for free, short-term, confidential non-medical counseling services for a wide range of issues from marital conflicts and stress management to coping with a loss and deployments. Sessions can take place in-person, over the phone, or via secure video or online chat. Military OneSource providers offer individual and couple's counseling services.

Specialty Consultations

Military OneSource provides specialized support from professionally-trained consultants by phone on a broad range of issues for service members, their families and survivors. Eligible members can receive an unlimited number of specialty consultations.

- Adoption
- Building Healthy Relationships
- Education
- Elder Care
- Health and Wellness Coaching
- New MilParent
- Peer-to-Peer
- Special Needs
- Spouse Relocation and Transition
- Transitioning Veterans
- Wounded Warrior

Who is eligible for services?

- Active Duty and immediate family, Retirees and immediate family (for 365 days post-EAS). Military academy cadets
- Survivors of deceased service members
- Medically discharged service members who are being served under one of the services' wounded warrior programs
- Immediate family, caregivers and parents of wounded warriors.
- Discharged service members (honorable or general under honorable discharge. For 365 days post-EAS)

Diagnose and treat mental health disorders? NO

Medication services? NO

Cost: NONE

A RANGE OF SUPPORT

To Help You **Live** Your Best **MilLife**

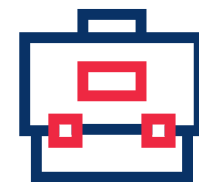
Confidential Non-medical
Counseling



Financial and
Tax Consultation



Spouse Education and
Career Opportunities



Transitioning
Veterans



Health and
Wellness Coaching



Building Healthy
Relationships



Wounded Warrior
and Caregivers

Elder Care



Education

Special Needs



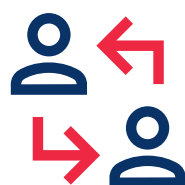
New MilParent

Spouse Relocation
and Transition



Adoption

Peer-to-Peer Support



Document Translation &
Language Interpretation

MILITARY
ONE
SOURCE



Get free and confidential expert help, 24/7.
Call Military OneSource at 800-342-9647 or visit www.militaryonesource.mil.

Non-medical Counseling – Resources

Military life requires strength, resilience and resourcefulness - and just about everyone, service members and family members alike, could use a little support from time to time to stay emotionally healthy and at your best.

With confidential, non-medical counseling, you have access to help when you need it. Our trained counselors are experienced in military life, holding many thousands of counseling sessions a year. [Meet the team behind Military OneSource's call center](#) and learn more about our non-medical counseling. We've helped service members and families with everything from managing daily stress to more challenging issues.

Take advantage of our support to keep your emotional health strong, work through issues and be mission ready. We're here to help.

Private and personalized

This free support is confidential. Services are not reported to command and will not affect your career or security clearance, or your spouse's. That means you can receive non-medical counseling without anyone's knowledge, including:

- Chain of command
- Your spouse or partner
- Your parents if you're age 18

There are only a few exceptions - counselors are required by law to report illegal activities or situations where there could be danger to you or to others.

Designed for your life today

Our counseling services were developed based on the challenges that people face every day in military life - issues that can compromise your readiness or ability to stand strong.

We want to make it easy for you to use our services. You can connect with a consultant to schedule an appointment 24/7, no matter where you live or serve, in the way that works best for you:

- Phone (along with VoIP and international options): 800-342-9647
- In-person counseling
- Secure online live chat
- Secure video sessions

What qualifies as 'non-medical'?

Non-medical counseling is short-term (up to 12 sessions, per issue). Here are examples of what we can and cannot address.

Use non-medical counseling for:

- Improving relationships at home and work
- Stress or anger management
- Adjustment difficulties like returning from a deployment
- Marital problems
- Parenting challenges
- Coping with loss
- For youth: family relationships, school, adjustment to separation, grief and loss.

If you need non-medical counseling, call 800-342-9647.

Do you need immediate help?

If you need **immediate help** beyond non-medical counseling, here's how to reach out:

- **Active suicidal thoughts:** Call the [Military Crisis line](#) at 1-800-273-8255, press 1. Text to 838255. Or click to [start a confidential chat](#).
- **Sexual assault:** Call the [Safe HelpLine](#) at 877-995-5247, or start an online chat. In case of immediate danger, call 911.
- **Child abuse:** Call the [Childhelp Child Abuse Hotline](#) at 1-800-4-A-CHILD (1-800-422-4453).
- **Domestic violence:** Call the [National Domestic Violence Hotline](#) at 1-800-799-SAFE (7233).
- **Post-traumatic stress disorder:** Check [here for help](#). The VA offers PTSD advice and options for active military as well as veterans.
- **Mental health conditions:** Reach out to your military treatment facility, or contact [TRICARE here](#).
- **Alcohol and/or substance abuse:** Counseling services available through the installation are free to service members and their family members. Find more information [here](#):
- [Marine Corps Substance Abuse Program](#)
- [Navy Alcohol and Drug Abuse Prevention](#)

- Air Force Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program

Who can receive non-medical counseling?

Service members

Active-duty, National Guard and reserve service members (regardless of activation status.) Coast Guard members who are activated as part of the Department of the Navy under Title 10 authority.

Immediate family members

- Spouses and anyone who has legal responsibility for a service member's children during separation.
- Survivors of deceased service members

Children of military families

- Children and youth ages 6 through 17 are eligible for face-to-face counseling with a parent (13- through 17-year-olds just have to have their parent in the first session)
- Counseling services are not available for very young children

Family of wounded warriors

Immediate family, caregivers and parents of wounded, ill or injured service members

Retired service members and family

Retired service members and their immediate family from their separation date until 365 days of end of tour of service, including Coast Guard.

Discharged service members

Service members discharged honorably and family from their discharge or separation date until 365 days of end of tour of service, including Coast Guard.

Medically discharged service members and immediate family

Medically discharged service members and their immediate family

Department of Defense personnel

Designated Department of Defense expeditionary civilians, immediate family members and survivors during the 90 days prior to deployment and 180 days post-deployment

Through Military OneSource, the Department of Defense provides non-medical counseling to help you address issues before they become a crisis, to help you recover from setbacks faster and help keep challenges from developing into issues. Reach out to a Military OneSource consultant today. OCONUS/International? [Click here for calling options](#).

Call 800-342-9647 or [contact us online](#) at any time

NON-VA/DOD SUPPORT

Cohen Veterans Network	28
Cohen Veterans Network Additional Info	29
Give an Hour	30
Give an Hour Additional Info	31
The Headstrong Project	33
The Headstrong Project Additional Info	34
MossRehab TBI Program	35
MossRehab TBI Program Additional Info	36

Cohen Veterans Network

PERSONALIZED CARE:

Cohen Veterans Network (CVN) is a non-profit organization that provides brief, client-centered therapy for a variety of mental health issues including depression, anxiety, post-traumatic stress, adjustment issues, anger, grief and loss, family issues, transition challenges, relationship problems, and children's behavioral problems. CVN skilled clinicians and staff have been trained to work specifically with veterans and their families, and some are veterans themselves.

CONFIDENTIAL CARE

CVN will not share confidential information with the U.S. Department of Veterans Affairs or other public, private, or government entities unless required by law. CVN complies with federal guidelines set by the Health Insurance Portability and Accountability Act (HIPAA).

MORE THAN MENTAL HEALTH CARE

CVN provides support and referrals for related needs including unemployment, housing, finances, and education. Telehealth and childcare are offered on a clinic-by-clinic basis.

Who is eligible for services?

- All Veterans regardless of discharge type or VA status, and all family members of veterans, including parents, siblings, spouses or partners, children, caretakers and others.
- Active Duty service members (referral required)

Diagnose and treat mental health disorders? YES

Medication services? YES

Cost: Copayment depends on an individual's health insurance policy. There is no cost for individuals who are uninsured.



OUR CARE AT A GLANCE

WHO'S ELIGIBLE?

Veterans

Anyone who has served in the United States Armed Services, regardless of role while in uniform, discharge status, or combat experience. This includes the National Guard and Reserves.

Family

Parents, siblings, spouses or partners, children, caretakers, and others.

BENEFITS OVERVIEW

Free of cost

All veterans and their families are eligible for free treatment. You do not need insurance.

Same-day intake

The same day you contact a Steven A. Cohen Military Family Clinic you complete an intake screening. The expected wait between an intake screening and a first appointment is one week.

More than mental health

We provide support for related needs including unemployment, housing, finance, and education. In-home services, telehealth, and childcare are offered on a clinic-by-clinic basis.

HOW WE WORK

What we treat

A variety of mental health issues including depression, anxiety, post-traumatic stress, adjustment issues, anger, grief and loss, family issues, transition challenges, relationship problems, and children's behavioral problems.

Guaranteed confidentiality

We will not share your confidential information with the U.S. Department of Veterans Affairs or other public, private, or government entities unless required by law. We comply with federal guidelines set by the Health Insurance Portability and Accountability Act (HIPAA).

Genuine care

Our skilled clinicians and staff have been trained to work specifically with veterans and their families, and some are veterans themselves. We build the trusting and confidential relationships necessary to provide excellent, personalized care.

Give an Hour

What is Give an Hour™?

Give an Hour is a nonprofit 501(c)(3) organization that develops national networks of volunteer mental health providers who are capable and committed to responding to acute mental health needs of veterans, military service members and their loved ones affected by their time of service.

Are Family Members Eligible to Receive Counseling through Give an Hour?

In addition to military personnel and their spouses and children, Give an Hour also offers free services to parents, siblings, and unmarried partners whether or not they are entitled to receive mental health benefits through the military or VA. In short, anyone affected by a loved one's military service is eligible.

The Military and VA both offer mental health services. What is unique about Give an Hour?

By providing services that are separate from the military establishment, Give an Hour offers an essential option for men and women who might otherwise fail to seek or receive appropriate services. There is no paperwork, no insurance claim process, and no money changes hands.

Is there a limit to the number of times I can see a counselor through Give an Hour?

There is no limit. Give an Hour counselors are available for as long as help is needed.

Who is eligible for services?

All Veterans regardless of discharge type or VA status, and loved ones.

Diagnose and treat mental health disorders? YES

Medication services? NO

Cost: NONE

Fact Sheet

What is Give an Hour™?

- Give an Hour is a nonprofit 501(c)(3) that develops national networks of volunteers who are capable and committed to responding to acute needs within our society, beginning with the mental health needs of veterans, military service members and their loved ones affected by their time of service. In addition, GAH's **Campaign to Change Direction** is a collective impact effort to change the culture of mental health in America.
- Give an Hour's network of volunteers includes nearly 7,000 licensed mental health professionals across the nation—in all 50 states, D.C., Puerto Rico, and Guam. To date, they have donated approximately 233,000 hours of free counseling, valued at over \$23 million.

Are Family Members Eligible to Receive Counseling through Give an Hour?

- In addition to military personnel and their spouses and children, Give an Hour also offers free services to parents, siblings, and unmarried partners whether or not they are entitled to receive mental health benefits through the military or VA. In short, anyone affected by a loved one's military service is eligible.

How Can I Get Help?

- Visit www.giveanhour.org and click on "Search for a Provider" (in the top right portion of your screen) or "For Visitors" (in the menu on the left). You will be prompted to enter your zip code, and then a list of providers in your area will appear. You can also contact us at info@giveanhour.org for help locating a provider.

Where are Give an Hour providers located?

- Providers are located in all 50 states, Washington, D.C., Puerto Rico, and Guam.

What if there is no provider in my area?

- Please contact us at info@giveanhour.org. We will use our network and our relationships with the national mental health associations to locate a provider for you. Also, many of our providers are able to do telephone or video sessions.

The Military and VA both offer mental health services. What is unique about Give an Hour?

- By providing services that are separate from the military establishment, we offer an essential option for men and women who might otherwise fail to seek or receive appropriate services. There is no paperwork, no insurance claims, and no money changing hands.

Is there a limit to the number of times I can see a counselor through Give an Hour?

- There is no limit. Our counselors are available for as long as help is needed.

How can I get help for my husband/ wife when they don't think they have a problem?

- Be direct but sensitive. Say things like, "Hey, I'm worried about you." This makes it clear you are speaking out of concern and caring.
- It's also good to be able to offer a specific recommendation, such as Give an Hour.
- Avoid being judgmental or dismissive. Don't, for example, tell someone to "snap out of it."
- Even if you do everything right, the person in need of help may not respond, at least not right away. Keep trying.
- If you're still not able to get your loved one in for counseling, come by yourself.

What are some symptoms that I should be looking out for?

Everyone can learn the **Five Signs of Emotional Suffering** that tell us someone is in emotional pain and may need help. The Five Signs are:

- **Personality Change**
- **Agitation**
- **Withdrawal**
- **Poor Self Care**
- **Hopelessness**



To learn more about Give an Hour's Campaign to Change Direction, visit www.changedirection.org

You may also see specific examples of the above signs such as:

- Recurrent nightmares, Loss of interest in favorite activities, Increased heart rate or sweating, Difficulty concentrating, Feeling constantly "on guard", Being easily startled, Talk of suicide or killing others

If I am not a mental health professional, how can I give help?

- There are numerous opportunities to volunteer in other areas, such as outreach, education, marketing/public relations, and administration. Anyone wishing to learn more can contact info@giveanhour.org.

If I am a mental health professional, how can I give help?

- If you are a licensed mental health professional, visit www.giveanhour.org and click on "Register as a Provider" (in the top right portion of your screen) or "For Providers" (in the menu at left) and fill out the registration form. Providers' licensure is verified. Give an Hour providers must have medical malpractice insurance and follow the same standards of care as those in private practice and may only practice in areas in which they have expertise. Give an Hour does offer training so volunteers with an interest in expanding their areas of expertise can do so.

The Headstrong Project

The Headstrong Project's mission is to provide barrier-free and stigma-free access to confidential quality outpatient mental health trauma treatment at no cost. Headstrong serves veterans of all eras and active duty service members.

Services are offered via telehealth or face-to-face, and availability depends on location. Most clients complete treatment in under 30 sessions, and there is no cap on the number of sessions someone can attend. There is no cost for services; however, co-payment may be required if treatment exceeds 30 sessions.

Services with the Headstrong Project are limited in availability, and are mostly appropriate for individuals who are unable to receive trauma-focused care through TRICARE, the VA, or other resources.

Who is eligible for services?

Veterans and Active Duty service members in need of trauma-focused care. Categorization of discharge does not matter.

Diagnose and treat mental health disorders? TREATMENT FOR TRAUMA

Medication services? NO

COST: NONE



THE
HEADSTRONG
PROJECT



WHO YOU SHOULD REFER

RIGHT 'FIT' FOR OUR RESOURCES

- Actively serving members of the armed forces
- Members of the National Guard & Reserves
- Veterans of all eras, regardless of characterization of discharge or combat status

INDIVIDUALS WHO BENEFIT FROM TRAUMA-FOCUSED CARE OFTEN EXPERIENCE:

- Deployment or combat-related stress
- Military sexual trauma
- Childhood adverse events
- Depression
- Anxiety and stress
- Transition and adjustment issues
- Substance abuse
- Relationship difficulties
- Irritability and anger control challenges

HOW TO CONNECT TO TREATMENT:

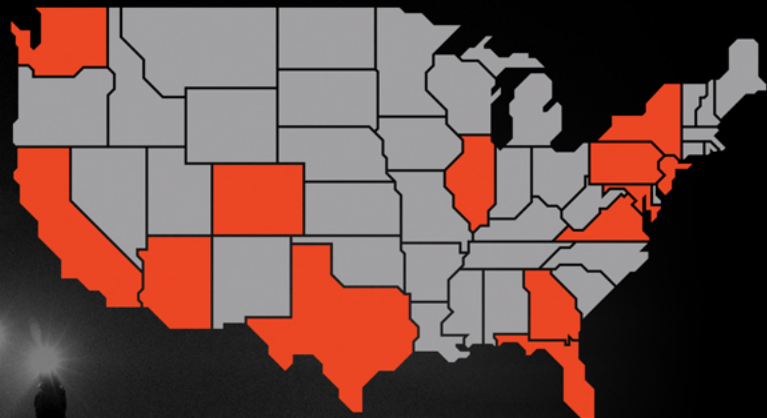
GETHEADSTRONG.ORG/GET-HELP

WHAT HEADSTRONG TREATMENT CONSISTS OF:

- Individually tailored, trauma-focused care
- Outpatient weekly therapy
- Wraparound care for the family
- Complete confidentiality
- Zero cost to the client
- Adherence to evidence-based treatment modalities
 - CPT, EMDR, PE, others
- Focus on symptom tracking and outcomes
- Collaborative planning around treatment duration
- Open accessibility to return to treatment

OUR LOCATIONS

GETHEADSTRONG.ORG/OURLOCATIONS



MossRehab TBI Program

MossRehab Institute for Brain Health (MRIBH) is a community-based comprehensive Traumatic Brain Injury (TBI) medical outpatient program that addresses the brain health issues associated with head trauma and PTSD. Traumatic brain injuries and post-traumatic stress affect nearly 1 out of every 3 military personnel deployed to war zones since 2001. An estimated 30% of our nation's First Responders also experience symptoms of depression and PTSD.

Why MRIBH?

MRIBH is backed by the proven experience and established practices of MossRehab in treating patients with TBI and the transformative research of the Moss Rehabilitation Research Institute. MossRehab is one of only 16 federally funded Traumatic Brain Injury Model Systems of Care in the U.S., making it a center of excellence in the research and clinical care of TBI.

How MRIBH Helps:

MRIBH provides services in two phases: evaluation and intervention. Based on patient needs, team clinicians may include:

- Physicians who specialize in traumatic brain injury rehabilitation
- Mental health specialists who provide emotional support
- Integrative medicine specialists
- MRIBH offers education regarding the effects of traumatic brain injury, access to available resources, and guidance to caregivers and families.

Carlo Aragoncillo

Veteran Relations Director

Carlo.Aragoncillo@jefferson.edu

☎ 215-802-5642

Kate O'Rourke

Program Director

Kate.ORourke@jefferson.edu

☎ 215-663-6489

Who is eligible for services?

All Veterans regardless of discharge type or VA status

Diagnose and treat mental health disorders? NO- treatment is focused on TBI care.

Cost: NONE

Treating Brain Trauma in Veterans and First Responders

MossRehab Institute for Brain Health is dedicated to the evaluation and treatment of persistent symptoms associated with post concussive and post-traumatic stress disorder (PTSD) for Veterans and First Responders.

MossRehab Institute for Brain Health (MRIBH) is a community-based comprehensive Traumatic Brain Injury (TBI) medical program that addresses the brain health issues associated with head trauma that Military Veterans and First Responders may face from service in demanding traumatic situations.

Traumatic brain injuries and post-traumatic stress affect nearly 1 out of every 3 military personnel deployed to war zones since 2001. An estimated 30% of our nation's First Responders also experience symptoms of depression and post-traumatic stress.

Why MRIBH?

MRIBH is backed by the proven experience and established practices of MossRehab in treating patients with TBIs and the transformative research of the Moss Rehabilitation Research Institute. MossRehab is one of only 16 federally funded Traumatic Brain Injury Model Systems of Care in the U.S., making it a center of excellence in the research and clinical care of TBI.

How We Help

MRIBH will provide services in two phases: evaluation and intervention. Based on patient needs, team clinicians may include:

- Physician who specializes in traumatic brain injury rehabilitation and has experience with Military Veterans
- Therapists who understand TBIs and the consequences of concussion
- Mental health specialists who provide emotional support
- Integrative medicine specialists

For caregivers and family members, the MRIBH will offer education regarding the effects of traumatic brain injury, provide access to available resources, and provide guidance needed to support their loved one while taking care of themselves as well.

To learn more about MRIBH admissions or referrals, please contact:

Carlo Aragoncillo, Veteran Relations Director
Carlo.Aragoncillo@jefferson.edu | 215-802-5642

Kate O'Rourke, Program Director:
Kate.ORourke@jefferson.edu | 215-663-6489



**Follow @MossRehabIBH
for news and updates.**

