

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.
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.



Telemlynd. Telemental health care services, including psychiatry. Go to: www.telemlynd.com/hnfs.
Telemlynd is available in all TRICARE West Region states.



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.
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.
MyDiabetesTutor is only offered in California at this time.



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.
TeamHealth VirtualCare is only offered in California, Colorado, Idaho, Iowa, Kansas, Montana, Texas, Utah, and Washington at this time.

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.

**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.*

TRICARE benefits

Find complete benefit details at 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.

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>