

TRICARE Assistance Program

<http://www.tricare.mil/mybenefit/ProfileFilter.do;jsessionid=KqsdrH2xtmypc7bk5Rn94QTWP MZGq666V1hJBZ8PYYZ07qj4xt9L11869056764?puri=%2Fhome%2FMentalHealthAndBehavior%2FGettingHelp%2FTRICAREAssistanceProgram>

The web-based TRICARE Assistance Program (TRIAP) Demonstration began on August 1, 2009 in the United States. The purpose of this demonstration is to test the use of web-based technologies to:

- Deliver information and counseling services to our beneficiaries
- Determine if web-based technologies increases efficiency of identifying beneficiaries who need behavioral health care
- Identify behavioral health needs of our beneficiaries earlier
- Refer and get beneficiaries access to the appropriate level of behavioral health care more effectively.

The TRIAP Demonstration expands access to existing behavioral health services by using audiovisual telecommunications systems such as video chat and instant messaging to access existing behavioral health centers in your region. It also expands access to behavioral health call centers and counseling services for eligible beneficiaries.

Eligibility

TRIAP services are available to:

- Active duty service members
- Active duty family members (*Children must be age 18 or older.*)
- Beneficiaries using TRICARE Reserve Select
- Beneficiaries covered under the Transition Assistance Management Program (TAMP)

What's Covered

Assistance counselors are available for confidential, private discussions about what's going on in your life, which may include:

- Stress management (work, family, personal)
- Family difficulties and pressures
- Family separations/deployments
- Relationships and marital issues
- Parent/child communication
- Self-esteem

TRIAP services cover short-term, non-medical issues. If a counselor thinks you would benefit from more comprehensive care, they can explain your options and help you get that care as part of your TRICARE benefit. You do not need a referral or prior authorization to use TRIAP services. TRIAP does not include medication management or financial counseling, and is not for emergency situations. For behavioral health emergencies, please call 911.

Note for Active Duty Service Members

*The video counseling available through this demonstration is confidential and not usually documented on your military record. However, if the TRIAP counselor believes you are **at risk of harming yourself or others**, the counselor will request personal contact information so they can inform your commander or a Service Operations Center, to ensure you receive appropriate counseling and/or care.*

For more specific information about using TRIAP services, please [enter your profile](#) now. Or, you can go directly to your regional contractor's Website by clicking one of the links below:

- [North Region](#)
- [South Region](#)
- [West Region](#)

Last Modified:October 13, 2010

Web-Based Video Counseling Offers Private, Personal Behavioral Health Support

<https://www.hnfs.net/bene/authorizations/behavioralHealth/TRICARE+Assistance+Program+Web+Based+Counseling.htm>

Welcome to Web-based video counseling—providing private, personalized service with a licensed behavioral health clinician. Known as the TRICARE Assistance Program (TRIAP), this new service uses evolving telecommunication technologies to bring behavioral health care closer to TRICARE beneficiaries. Video counseling uses a short-term, solution focused, problem solving approach. It provides an avenue for private discussions of personal life issues, such as those related to family, relationships, work and stress on a one-to-one basis in the context of a confidential relationship with a licensed professional.

[Click here to see the TRIAP demonstration video.](#)

This service is available to active duty service members, their spouses – any age, and family members – age 18 and over, as well as beneficiaries age 18 and over enrolled in the Transitional Assistance Management Program (TAMP) and TRICARE Reserve Select.

Video counseling is confidential and is not documented on your military record, with the following exception: if the TRIAP counselor believes you are at risk of harming yourself or others, the counselor will request personal contact information in order to inform your commander, or a Service Operations Center, to ensure you receive appropriate counseling and/or care.

Video counseling does not include medication management or financial counseling, and is not for emergency situations. For behavioral health emergencies, please call 911.

To use these services, you must have a [Skype](#) account (you can create a Skype account [here](#)), a telephone and a personal computer with the system requirements below.

Windows PC

- A Web Cam
- Windows 2000, XP or Vista
- Internet connection (preferably broadband)
- Microphone and speakers
- Minimum of 1 GHz processor and 256 MB RAM
- 50 MB free space on hard drive

Mac

- A Web cam
 - Download drivers (link to <http://webcam-osx.sourceforge.net/>) for Web cam
- G4 800 MHz processor or faster
- Mac OS X v10.3.9 Panther (or later version)
- Broadband Internet connection with at least 384kbps upload speed

- 512 MB RAM
- 40 MB free space on hard drive
- Microphone and speakers (or a headset)

To initiate participation in Web-based video counseling, call 1-800-404-5085.

If you do not have a personal computer with the necessary equipment, you may receive behavioral health support by telephone through [Military OneSource](#) at 1-800-342-9647 or click [here](#) to view other [TRICARE alternate behavioral health resources](#). Or active duty service members and TRICARE Prime and TRICARE Prime Remote active duty family members may call Health Net's [Behavioral Health Care Provider Locator and Appointment Assistance Line](#) at 1-877-747-9579 to be referred to a behavioral health professional. All other beneficiaries should call Health Net's customer service line at 1-877-TRICARE (1-877-874-2273) for assistance in locating a behavioral health provider.