



# In Case You Missed it

TRICARE® West Region e-Updates

September 2023

## Accessing Mental Health Care in the TRICARE West Region.

Taking care of your mental health is just as important as your physical health. With TRICARE, **you have options** to keep your mental health care on track. Health Net Federal Services, LLC (HNFS) allows you to easily search for mental health providers by using our **Network Provider Directory**. If you are not comfortable going into an office setting, or simply prefer to speak with a mental health professional via video or telephone, we have a network of providers who offer **telemental health care**.

### ***Do I need a referral?***

Unless you are an active duty service member, you don't need a referral or pre-authorization for any TRICARE-covered office-based outpatient visits except for psychoanalysis and outpatient therapy for substance use disorder. This means that if you're enrolled in TRICARE Prime, you can make an appointment with a TRICARE-authorized network provider for mental health services like individual or family counseling or therapy. If you have TRICARE Select, you do not need a referral or pre-authorization and you can see any TRICARE-authorized provider, but you'll have lower out-of-pocket costs if you see a network provider.

Active duty service members: You don't need a referral or pre-authorization if you seek outpatient mental health services at a military hospital or clinic. You do need to get a referral and pre-authorization for all mental health care in the TRICARE network.

[Find mental health resources here](#)

## Getting Care with TRICARE After You Move

Summer is a transitional time for many military families with permanent change of station (PCS) orders. If you've moved this summer, don't forget to update your information in the **Defense Enrollment Eligibility Reporting System (DEERS)** so your TRICARE coverage remains unaffected. Moving is a qualifying life event, which gives you and your family 90 days to make changes to your TRICARE plan.

### ***Enrollment changes***

Once you've updated your DEERS record, make necessary enrollment changes with HNFS **online**, by **mail** or by **phone**.

- If you are already enrolled in the TRICARE West Region and move within the TRICARE West Region, update your address in DEERS and request a **PCM change**, if necessary.
- If you are changing TRICARE regions, you can transfer your enrollment **online**, by **mail** or by **phone**.

[Learn more about moving with TRICARE](#)

## Take Caution to Protect Your Personal Information

Keeping your personal information safe is important to avoid identity theft and other personal issues. You can safeguard your information by being alert and careful when conducting transactions via phone, email, text, etc. Keep in mind, TRICARE and its contractors will never call to ask for payment, your personal identifying information, or your health information. You should never share personal or financial information with someone you don't know.

If you suspect you are or have been targeted, please **report** any suspicious activity.

[Learn more about Privacy Information](#)