



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
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TRICARE
MANAGEMENT ACTIVITY

OD

CHANGE 116
6010.51-M
MARCH 16, 2011

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
TRICARE OPERATIONS MANUAL (TOM), AUGUST 2002**

The TRICARE Management Activity has authorized the following addition(s)/revision(s).

CHANGE TITLE: WEB-BASED TRICARE ASSISTANCE PROGRAM (TRIAP)
DEMONSTRATION

CONREQ: 15291

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): This change extends the demonstration to March 31, 2012.

EFFECTIVE DATE: April 1, 2011.

IMPLEMENTATION DATE: Upon direction of the Contracting Officer.


Reta M. Michak
Director, Operations Division

ATTACHMENT(S): 2 PAGES
DISTRIBUTION: 6010.51-M

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REMOVE PAGE(S)

CHAPTER 20

Section 11, pages 5 and 6

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includes military treatment facilities, combat stress control units, and supervisors/ commanders. Military One Source services are available in both CONUS and OCONUS and are a viable referral option. *If the TRIAP counselor believes that the ADSM is at-risk of any of the circumstances in which a DoD issuance requires health care providers to notify an ADSM's commander, the counselor shall obtain as much information as possible regarding the individual, Branch of Service, unit, a contact/call-back number, their location (as precisely as possible), closest MTF (if known) and command information. The TRIAP counselor shall then contact the ADSM's commander (or the commander's designee for receiving protected health information) and inform the commander or designee about the at-risk individual, in order to ensure he or she receives appropriate counseling/care. The circumstances triggering this requirement include but are not limited to serious risk of causing harm to oneself or others. The currently applicable DoD issuances are DoD 6025.18-R, C7.11.1 and Directive-Type Memorandum (DTM) 09-006, "Revising Command Notification Requirements to Dispel Stigma in Providing Mental Health Care to Military Personnel," July 2, 2009. The requirements of this DTM will be incorporated in DoD 6025.18-R or its successor issuance. In the event the counselor cannot obtain enough information to contact the ADSM's commander, the counselor shall then contact the appropriate Service Operations Center (Army Operations Center, Air Force Watch, Navy Watch Center, Coast Guard Operations Center, or Marine Corps Operations Center) for assistance. The Service Operations Center contact numbers are unclassified but sensitive and will be provided by the Contracting Officer's Representative (COR).*

10.3. In the event reservists who lose TRICARE eligibility or are not enrolled in TRS access TRIAP services, TRIAP personnel should encourage the reservist to utilize other outlets for counseling such as community resources or the Veterans Administration if eligible.

11.0. MCSC RESPONSIBILITY

11.1. An assessment made by a licensed professional at the BH Care Provider Locator and Appointment Assistance or Customer Service Staff to determine if web-based professional TRIAP services are appropriate for the beneficiary. If it is, the BH contact center will determine if the beneficiary has the necessary software and hardware (the most currently available technology that meets the requirements of this Demonstration) to support web-based care. If that is the case, the BH Care Provider Locator and Appointment Assistance or Customer Service Staff will instruct the beneficiary on accessing web-based counseling.

11.2. Referral to an appropriate level of care if the beneficiary does not have the necessary hardware or software, or requires care beyond the scope of this Demonstration. This level of care may include a MTF, or a TRICARE network or authorized provider.

11.3. A virtual resource library of electronic documents related to BH/mental health concerns, to include but not limited to suicide prevention, post-traumatic stress disorder, and depression.

11.4. A secure, web-based e-mail, online video chat and IM capability.

11.5. *When a call is received from an ADSM, the TRIAP counselor shall ask if the caller is on the Personnel Reliability Program (PRP). The purpose of the PRP is to ensure that each person who performs duties involving nuclear weapons meets the reliability standards of the PRP. Each person assigned to PRP duties is responsible for their reliability and is required to report any behavior or circumstance about themselves or others in the PRP that may be expected to result in degradation in*

job performance or personal reliability or an unsafe or insecure condition involving nuclear weapons and/or Nuclear Command and Control (NC2) material. If the member responds that he/she is on the PRP, the TRIAP counselor shall read the following statement reminding the member of his or her obligation to self-report any information that could be Potentially Disqualifying Information (PDI) before providing any counseling services.

“As a Personnel Reliability Program (PRP) certified or administrative qualified individual, you are personally responsible for advising your Certifying Official or supervisor of any factors that could have an adverse impact on your performance, reliability, or safety while you are performing PRP duties. This includes factors that impact your physical and mental wellness, your dependability, your personal financial circumstances, or other legal concerns. When you receive any type of medical/dental treatment or evaluation, to include mental health or family related counseling, you are personally responsible for reporting the treatment or evaluation to your Certifying Official and for providing appropriate documentation concerning the treatment or evaluation to the competent medical authority (CMA) at your military treatment facility responsible for consulting with the certifying official on this matter. Failure to make these notifications or to provide the appropriate documentation may cast doubt on your reliability and may violate the provisions of DoD Regulation 5210.42. If you have any questions regarding these requirements you should consult with your Certifying Official for more information.”

11.6. The TRIAP counselor shall document that the statement was read or that it could not be read for any reason including the person hanging up.

12.0. TRICARE MANAGEMENT ACTIVITY (TMA) RESPONSIBILITY

An independent evaluation of the demonstration will be conducted. It will be performed retrospectively and use a combination of administrative and survey measures of BH care access to provide analyses and comment on the effectiveness of the demonstration in meeting this goal of improving beneficiary access to BH call centers by incorporating web-based technology.

13.0. EFFECTIVE DATE

This demonstration project will be effective for services on or after August 1, 2009. The demonstration project will continue until March 31, 2012.

14.0. MONTHLY REPORTS

By the 10th of each month, the contractor shall capture and report all service member, family member, TRS enrollee contacts by military service and installation, to include Guard and Reserve member affiliation. Specifically, the Duty Status, Rank, Installation and Branch of Service of counseling participants, if applicable, type of counseling, number of sessions, and stratified by beneficiary category, rank and service. The type of counseling will be reported using **Diagnostic And Statistical Manual Of Mental Disorders, Fourth Edition**