

## Tri-Care

Supported by a robust network of approximately 20,000 TRICARE behavioral health providers, beneficiaries in the TRICARE West Region can access behavioral health support resources 365 days a year, 7 days a week, 24 hours a day via phone and Internet.

### Crisis Line

Service members and their families can call TriWest for assistance with a mental health crisis or with simple requests for behavioral health information by calling **1-866-284-3743**. This line is fully accredited by the American Association of Suicidology (AAS). Licensed mental health clinicians staff the contact center, which also serves as a first line intervention in crisis, providing sound clinical guidance and suicide prevention.

In addition, TriWest offers a toll-free Behavioral Health Appointment Assistance and Provider Locator Service (866-651-4970) Monday-Friday, 8 a.m. until 6 p.m. throughout the West Region to help service members (with proper authorization) and their families locate a provider and schedule appointments.

The Behavioral Health Contact Center offers the following services:

- Crisis intervention
- Eligibility determination
- Benefit information
- Claims assistance
- Authorizations for admissions/services
- Provider location
- Urgent care center location
- MTF medical/psychiatric transfer assistance
- Behavioral health bed locator
- Expedited appeals facilitation



- 24/7 point of contact for case management

They also engage in live online chats (accessible through [www.triwest.com/bh](http://www.triwest.com/bh)) to answer questions about TRICARE behavioral health coverage and Online Care options.

In addition to answering beneficiary questions over the phone, secure Webmail and via live chat, the BHCC also sets appointments with Assistance Counselors (licensed master's or Ph.D.-level) through the TRICARE Assistance Program (TRIAP).

### TRICARE Assistance Program (TRIAP)

TRIAP allows easier access to non-medical, short-term assistance services for eligible beneficiaries to connect with a trained Assistance Counselor by Web-based video-conference. No authorizations or referrals are required and beneficiaries can use the program as often as needed, unlike Military One Source. Use of this program also helps to ensure the continuity of care that is not available through Military One Source.

For services that are beyond the scope of TRIAP, beneficiaries have the option of using the Tele-Behavioral Health Care network, which allows a beneficiary access to professional clinical counseling delivered from a remote TRICARE network provider. TriWest's Online Care program information is also available online in Spanish.

Refer to the printable TriWest Online Care [FAQs for Military Partners](#) and [Fact Sheet](#), or visit [triwest.comm/onlinecare](http://triwest.comm/onlinecare) for more information. Beneficiaries can find TriWest Online Care information at [www.triwest.com/bh](http://www.triwest.com/bh) and at their local TRICARE Service Center, or by calling 1-888-TRIWEST (974-9378).



Airman & Family Readiness Center  
706 Washington Ave, Bldg 10122  
Vandenberg AFB, CA 93437  
805-606-0039

# VANDENBERG AFB PEOPLE HELPING PEOPLE COUNSELING RESOURCES

*VAFB counseling services connect you with professionals via face-to-face, telephone or online. Listening to your concerns and offering you the highest quality professional services is what we do best.*

*Providing you with coping skills, proven behavioral techniques, and psycho-educational information are just a few behavioral health approaches that are available to assist and guide you in facing the challenges of the military lifestyle.*



## Year of The Air Force Family

## Military & Family Life Consultant

Military & Family Life Consultants (MFLC) are here to listen. MFLCs are available to help service members, spouses, family members, children and staff address:

- Deployment/reintegration issues
- Marriage and relationship issues
- Parenting/sibling & family issues
- Communication challenges
- Grief and loss
- Daily life issues

Consultations and trainings are **free** and **anonymous**. **No records are kept**.

After-hours and weekend appointments are available and group off-site meetings can be arranged.

Scheduling an Appointment is Easy -  
Just call your local MFLC at 805-588-3302

## Child & Youth Behavioral Program

Counselors are available at no cost to assist children & youth, parents, family members and staff.

- School adjustment
- Deployment and separation
- Reunion adjustment
- Sibling and parent-child communication
- Behavioral concerns
- Fear, grief and loss
- Daily life issues

Contact the local CYB-MFLC at 805-315-3852  
The services are FREE and ANONYMOUS.

**NO RECORDS ARE KEPT**

After-hours and weekend appointments are available and group sessions, educational presentations and individual meetings can be arranged.

## Military One Source

Military One Source is the newest member of your military community support team. Provided by the Department of Defense at no cost to Service members and their families. Military One source offers three kinds of short-term, non-medical counseling options to active-duty, Guard, and Reserve members and their families.

Counseling services are designed to provide service help with short-term issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting-skills issues.

Each eligible service member or family member may receive up to 12 sessions, per issues, per counselor at no cost.

**1-800-342-9647**

TTY/TDD: 1-800-346-0727

En espanol, llame:1-877-888-0727

**[www.MilitaryOneSource.com](http://www.MilitaryOneSource.com)**

Military OneSource Counseling Options:

### Face to Face Counseling

Military One Source arranges for you to meet face-to-face with a professional counselor in your community. Available to those in the continual U.S., Alaska, Hawaii, Puerto Rico, and the Virgin Islands.

### Telephone Consultations

Available for those unable to attend face-to-face counseling (because of their location or other circumstances), Military One Source arranges telephone consultations.

### Online Consultations

For those who prefer communicating online, this option uses instant-messaging, with the consultant and participating communicating online in real time. Available to those located anywhere. You must have a computer to access the session.

**To learn more, Call or visit Military One Source Today!**

## Chapel

The Vandenberg AFB Chapel is open to all active duty, dependents and DOD civilians. Our chaplains provide both religious and non-religious services. Their most valued service is confidential counseling in areas such as:

- Deployment/reintegration issues
- Marriage and relationship issues
- Parenting/sibling & family issues
- Work issues
- Premarital counseling & weddings
- Funerals and memorial services
- Religious rites/ceremonies
- Communication challenges
- Depression
- Grief and loss
- Daily life issues

To contact the chapel  
call 805-606-5773 or DSN 276-5773

## Mental Health

The 30th Medical Group Mental Health Clinic is here to serve all Active Duty members in improving psychological well being. We offer individual counseling to address a variety of issues to include:

- Adjustment Challenges
- Relationship Issues
- Depression
- Anxiety
- Post Traumatic Stress Disorder
- Sleep Problems

We are also now seeing COUPLES! Only one member of the couple needs to be Active Duty to take advantage of this service.

To contact the Mental Health Clinic, call 805-606-8217 or DSN: 276-8217