

Behavioral Health Network Case Management Program

All service members that are referred to the TRICARE Network for behavioral health care must be tracked and provided Case Management services to ensure continuity of care and timely access to quality care.

The Behavioral Health Network Case Management program provides those beneficial services.

Since its inception in 2008, the Network Case Management program has overseen the care of thousands of service members providing support, assistance, and ensuring continuity of care.

We are committed to providing high quality customer-focused care to enhance the resiliency of our service members and their families.



Carl R. Darnall Army Medical Center
Public Affairs Office
36000 Darnall Loop
Fort Hood, Texas 76544
254-288-8005

Case Management

Phone: 254-287-0183

254-288-3690

Fax: 254-288-8612

Two locations:

Room 2020 B & 0710

Main Hospital

Building 36000 Darnall Loop

Fort Hood, Texas 76544-4752

Hours of Operation:

7:30 a.m. - 4:30 p.m. Monday thru Friday

MY NURSE CASE MANAGER:

MY NCM PHONE NUMBER:

MILITARY ONE SOURCE

1-800-342-9647

DARNALL EMERGENCY ROOM

254-288-8113

RESILIENCY AND RESTORATION
CENTER

254-553-2288

VA SUICIDE PREVENTION HOTLINE

1-800-273-TALK (8255)

TRICARE

1-800-444-5445



ARMY MEDICINE
Bringing Value...Inspiring Trust



Behavioral Health
Network Case Management Program

DARNALL
ARMY MEDICAL CENTER

We're here for you.

Behavioral Health Network Case Management



Our purpose is to ensure that when you see a civilian provider off post you still receive the same quality behavioral health care that Carl R. Darnall Army Medical Center offers on Fort Hood.

We provide Case Management services to all active-duty service members, activated Military Reservists and National Guardsmen that are referred to the Fort Hood area TRICARE Network for Behavioral Health Care.

Behavioral Health Case Manager Services

We make the initial contact with you to provide information regarding your TRICARE Network referral.

You will visit with a Registered Nurse to complete an assessment of your health needs and develop a plan of care in accordance with recommendations from Network and CRDAMC providers.

A Registered Nurse or a Social Services Assistant will be assigned to you to assist with your health care and for regular follow up.

We will provide care coordination between the TRICARE Network providers and CRDAMC providers.

We will refer you to appropriate resources when needed.

Should you need complete crisis intervention, we will assist you when necessary.

We will provide transition of care to other DOD facilities or the Veterans Affairs as needed.



Our services go hand-in-hand with TRICARE Network services.

We serve as liaisons between Command, Network providers, and CRDAMC providers to ensure Soldier well-being and mission readiness.

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