



Resources for Psychological Health Care

Many service members want information about psychological health conditions but aren't sure about what resources are available or how confidential these resources are. The following tables outline some of the resources that are available to service members and compares these resources in terms of confidentiality and other areas.

Name of Resource	Description
Afterdeployment.org http://www.afterdeployment.org/	Afterdeployment.org is a website that provides assistance for common post-deployment issues to all military personnel and their family members. The site offers excellent information on common military-related psychological health issues and allows users to take self-assessments, enroll in workshops to learn more about a topic and read personal stories from other service members who have experienced similar challenges.
Veterans Affairs National Veterans Crisis Line 1-800-273-TALK (8255)	The Department of Veterans Affairs (VA) operates the National Veterans Crisis Line to provide veterans in emotional crisis access to trained counselors 24 hours a day, seven days a week. Call 1-800-273-TALK (8255) and press "1" to be routed to the National Veterans Crisis Line.
DCoE Outreach Center 1-866-966-1020 http://www.dcoe.health.mil/24-7help.aspx	The DCoE Outreach Center provides trained professional psychological health experts to help answer questions about psychological health issues. They provide assistance to every branch of the military. Calls to the center are free and anonymous. The center provides assistance by phone, online chat or email 24 hours a day.
Military Pathways® http://www.mentalhealthscreening.org/	Military Pathways® is a voluntary, anonymous psychological health and alcohol education screening program offered to military personnel and their families in all branches, including the National Guard and Reserve. The program educates, raises awareness and offers screenings for psychological health and substance abuse. Military Pathways® program materials are provided free to installations, units and groups.
TRICARE Online Assistance program http://www.tricare.mil/mybenefit/	The TRICARE Assistance Program is available to help active-duty service members or family members with adjustment issues or other challenges. Counselors are available for confidential, private discussions to help with issues such as stress management; family difficulties and pressures; separation and deployment; relationships and marital problems; parent and child communication and self-esteem. This counseling is available through video chat and instant messaging.
Military OneSource 1-800-342-9647 http://www.militaryonesource.com	Military OneSource provides support to all branches of the military—offering direct access to medical professionals through face-to-face, online, email and phone sessions to help address the challenges and concerns of service members and families. Online resources such as webinars, newsletters, CDs, booklets and DVDs are also available. The services are private and confidential with a few exceptions. Call 1-800-342-9647.
Community Service Centers—Counseling	Many installations have a support center available, which is staffed by trained professionals and volunteers, offering many services that are all free of charge, including counseling. These counselors can provide confidential short-term counseling, information and referrals if needed. Classes and groups are also generally available. The services have different names for these centers: Army Community Services, Fleet and Family Services Center, Air Force Airman and Family Readiness Center and Marine Corps Community Services.



Name of Resource	Description
Military chaplains	For service members who are not ready or are unsure about their need to see a medical professional regarding behavioral health concerns, the chaplain is a good first stop to talk about their concerns. Conversations held with a chaplain are normally confidential, and they can provide sound advice about seeking other professional help. Many chaplains will provide counseling for certain psychological health or adjustment issues, such as marital counseling.
Primary care manager (PCM)	The same PCM seen for routine medical issues can also diagnose and treat many psychological health conditions, such as PTSD and depression. The DoD in partnership with the Veterans Administration developed guidance on the effective management of common psychological health issues in primary care.
Behavioral health clinic—medical treatment facilities	Although there are several names for behavioral health clinics across the services (psychology, psychiatry, mental health, life skills, etc.), these types of clinics offer specialized services for psychological health conditions in a confidential environment. Depending on the location, a service member can receive individual or group counseling, medications and other services to help with psychological health conditions.

Comparison of resources

Name of Resource	Name required?	On or off base?	Referral needed?	Is it confidential?	Information or assessments?	Provides treatment?	Entries in military health record?
Afterdeployment.org	No	Off	No	Yes	Both	No	No
National Veterans Crisis Line	No	Off	No	Yes	Info	No	No
DCoE Outreach Center	No	Off	No	Yes	Info	No	No
Military Pathways®	No	Off	No	Yes	Both	No	No
TRICARE Online Assistance program	Yes	Off	No	Yes*	Both	Yes	No
Military OneSource	Yes	Off	No	Yes*	Both	Yes	No
Community Service Centers—Counseling	Yes	Off	No	Yes*	Both	Yes	No
Military chaplains	Yes	On	No	Yes	Both	Yes	No
Primary care manager	Yes	On	No	Yes*	Both	Yes	Yes
Behavioral health clinic—medical treatment facilities	Yes	On	Depends**	Yes*	Both	Yes	Yes

* Confidentiality of psychological health care: In the vast majority of cases, psychological health care is confidential, and providers take great pains to keep it this way. There are a number of circumstances where a counselor must break confidentiality, some of which are if a service member is suicidal or homicidal and needs to be hospitalized; if the service member discloses abusing a child or spouse (which triggers state-mandated reporting), if a service member is being seen for a command-directed mental health evaluation or if the service member is so ill that he or she needs to be put on limited duty. The PCM should cover all of the limits to confidentiality before starting treatment.

** Check with the installation medical treatment facility to determine whether it requires a PCM referral from your PCM to set up an appointment.