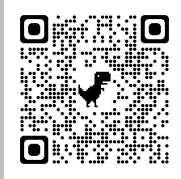
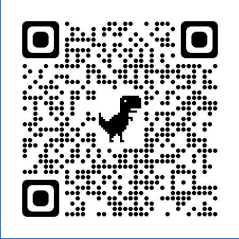




NMCP Outpatient Behavioral Health: Connecting to Care in the Network

FAQ's	Active-Duty	Dependents & Retirees
<p>Referral Required?</p> <ul style="list-style-type: none"> • <i>How do I get one?</i> <ul style="list-style-type: none"> • <i>What happens after I have a referral?</i> 	<p style="text-align: center;">Yes</p> <p>1.) <i>Know and use your resources prior to seeking a referral.</i></p> <ol style="list-style-type: none"> <i>Chaplains</i> <i>Fleet & Family Services</i> <i>Military One Source</i> <i>Embedded Mental Health</i> <p>2.) <i>If you still need a referral:</i></p> <ul style="list-style-type: none"> • <i>Request thru your PCM.</i> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • <i>Visit NMCP Self-Referral Station (Bldg. 3, 1st Deck Mental Health Clinic) Tuesdays: 0830-1030</i> <p><i>Referrals can take up to 72 hours for Humana to process. Humana will contact you within 1-2 weeks via your contact information in DEERs or you can watch our tutorial video on using Humana Military site to search for and contact a network provider near to you.</i></p> <p style="text-align: center;">Deferral to Network Tutorial Video Viewing Options</p> <div style="text-align: center;">  </div> <p style="text-align: center;">*Link/URL Below*</p> <p style="text-align: center;">https://youtu.be/1-XtFe-yvRc?si=7CqnbD9ZYke5JYLt</p>	<p style="text-align: center;">No</p> <p style="text-align: center;">Humana: Beneficiary Self-Service Portal</p> <div style="text-align: center;">  </div> <p style="text-align: center;">*Link/URL Below*</p> <p style="text-align: center;">https://infocenter.humana-military.com/beneficiary/service/account/login</p>
<p>Humana Military Contact Information:</p> <p>Humana Phone: 1-800-444-5445 www.humanamilitary.com</p>	<p><u>Humana website and customer service can assist with:</u></p> <ul style="list-style-type: none"> -Finding a Network Provider -Correcting/updating referral with your preferred provider -Difficulty establishing care with network provider -Referral renewals -Billing Problems/Concerns -Filing Grievances <p>*Link/URL: https://www.humanamilitary.com/</p> <div style="text-align: right;">  </div>	

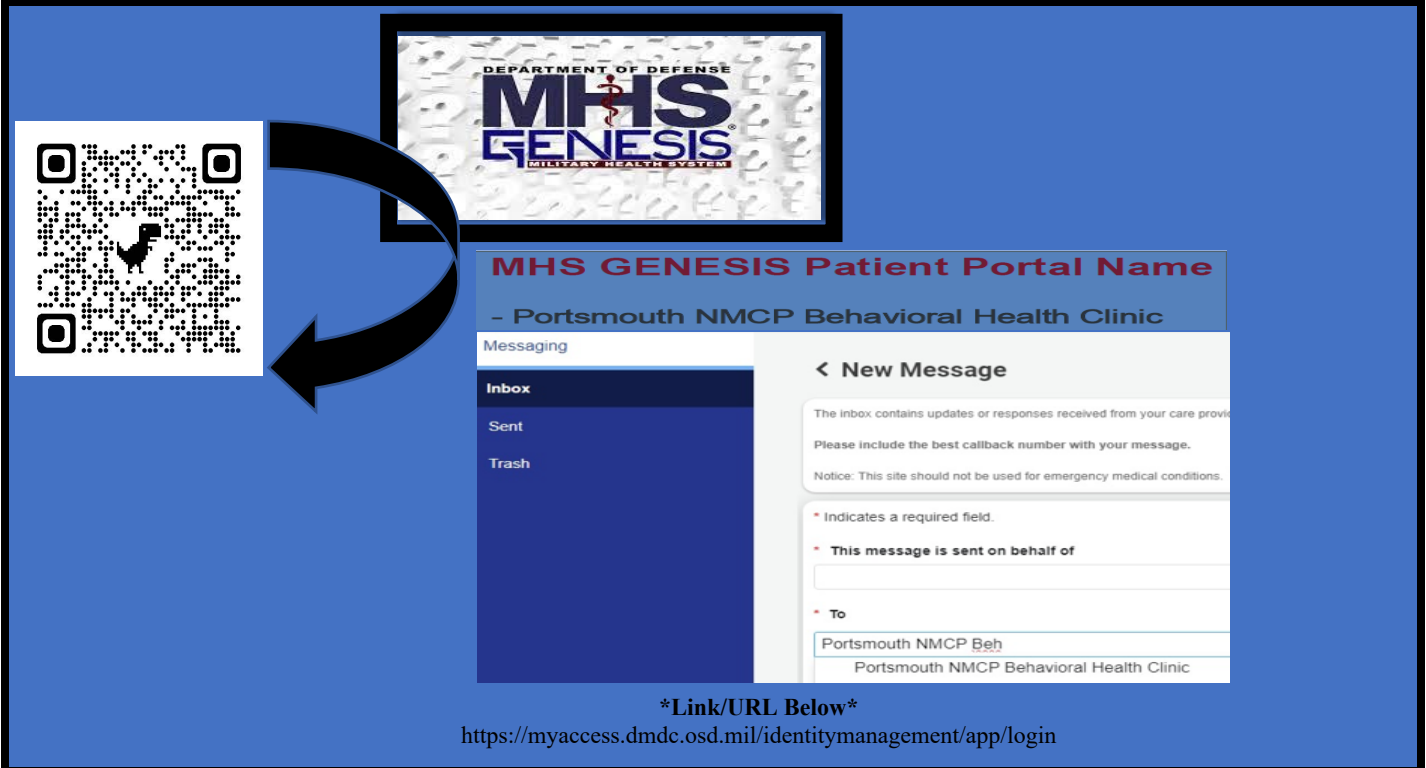
Humana Military, a subsidiary of Humana Inc., partners with the Department of Defense to administer the TRICARE health program for military members, retirees, and their families within the Eastern Region.

NMCP Outpatient Behavioral Health: Connecting to Care in the Network

Telehealth Virtual Options Accepting Tricare:	These options may have more flexible scheduling to begin therapy: <ul style="list-style-type: none">• Telemetrynd:<ul style="list-style-type: none">○ https://www.telemetrynd.com/ (866)-991-2103• Dr+ On Demand:<ul style="list-style-type: none">○ https://doctorondemand.com/microsite/humanamilitary/• Sensible Care:<ul style="list-style-type: none">○ www.sensiblecare.com
NMCP Outpatient Behavioral (Mental) Health Clinics Tricare Informational Site:	 <p>*Link/URL Below* https://portsmouth.tricare.mil/Health-Services/Mental-Health</p>

MHS Genesis Patient Portal Secure Messaging:

Be sure to register and update your profile to connect with us today!



The screenshot displays the MHS Genesis Patient Portal interface. At the top, it reads "DEPARTMENT OF DEFENSE MHS GENESIS MILITARY HEALTH SYSTEM". Below this, the page title is "MHS GENESIS Patient Portal Name - Portsmouth NMCP Behavioral Health Clinic". The interface is divided into two main sections: "Messaging" and "New Message". The "Messaging" section shows an "Inbox" with "Sent" and "Trash" options. The "New Message" section includes a "To" field with "Portsmouth NMCP Beh" and "Portsmouth NMCP Behavioral Health Clinic" listed. A QR code is positioned to the left of the screenshot, with a large black arrow pointing from it to the "New Message" form.

Link/URL Below
<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

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