



TRICARE West Region Searching for Telehealth Providers and Facilities in the Provider Directory Quick Reference Guide

Key Points

- Searching for Telehealth Services with Shortcuts
- Filtering for Telehealth Services
- Using the Search Tabs

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Introduction

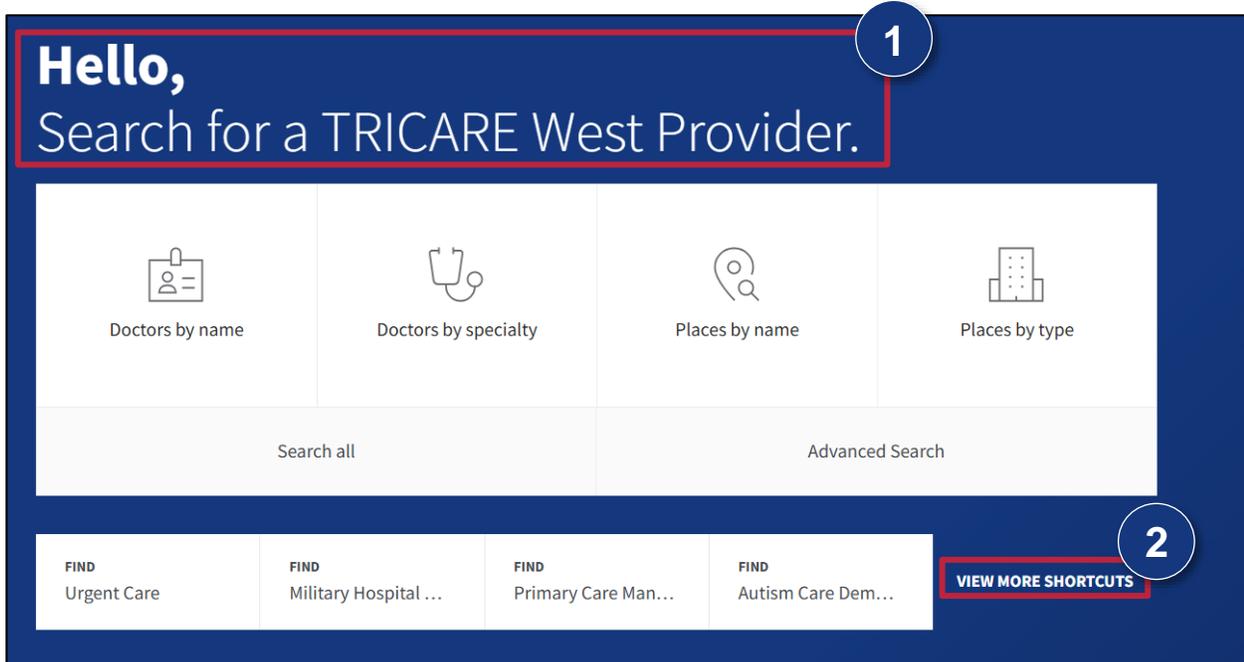
This guide will help you find telehealth providers and facilities using the provider directory.

The provider directory periodically receives updates to make sure you have the best experience possible. Any features shown in this Quick Reference Guide may be subject to change.

Searching for Telehealth Services with Shortcuts

There are three ways to locate telehealth providers and facilities. The easiest way is to search using shortcuts.

1. Navigate to the provider directory home page.
2. Select **View More Shortcuts**. The Shortcuts panel will open.





3. Select **Telemedicine Services**. The search results page opens.

Shortcuts ×

- FIND**
Urgent Care
- FIND**
Military Hospital or Clinic
- FIND**
Primary Care Manager
- FIND**
Autism Care Demonstration Providers
- FIND**
Behavioral Health Providers
- FIND**
Telemedicine Services



- Review the profiles as needed. Providers and facilities that offer telehealth services will display.
Note: Regardless of physical distance or whether the provider operates in a facility, beneficiaries can receive telehealth services if they are in the same state as the provider. You can narrow your search to only include providers near your city or ZIP Code, or you can expand your search to include providers from your entire state. To change your search location, select the Location hyperlink in the website ribbon.

To search for virtual-only providers, refer to [Using the Search Tabs](#).

Telemedicine

In-person care (3342) Virtual care (3874)

150 miles Filters Top Rated E↓ Map

3342 search results

Offers video visits

Specialty Recognition Remote services
None Telemedicine

Gender Board certification
""

Subspecialty
None

Locations • 6

- Notice that telehealth providers and facilities will have a flag on their profile, letting you know what type of visits they offer. This allows you to quickly find relevant profiles.

Offers video visits

Locations • 6



Filtering for Telehealth Services

You can also filter for Remote Service providers (providers that offer telehealth visits) directly on any search results page. This guide shows you how to filter the Telemedicine search results, but you can filter for Remote Service providers with any search term.

1. Select **Filters**. The Filters panel will open.





2. Select **Remote Services Providers**.
3. Select the **Telemedicine** checkbox.
4. Select **Get results**. The search results will update to show Remote Service providers only.

A screenshot of the TRICARE search filters panel. The panel is titled "Filters" and has a close button (X) in the top right corner. It contains several filter categories: "Search Area" (150 miles), "Patient Age" (All ages), "Languages Spoken by Provider", "Remote Services Providers" (Telemedicine), and "Specialty". The "Remote Services Providers" section is highlighted with a red box and a blue circle containing the number "2". Within this section, the "Telemedicine" checkbox is checked and highlighted with a red box and a blue circle containing the number "3". At the bottom of the panel, there is a "Reset filters" link and a "Get results" button, which is highlighted with a red box and a blue circle containing the number "4".



Using the Search Tabs

You can also sort searches by the service options the provider or facility offers both in-person and for virtual care, or virtual care only.

View different search results using the **In-person care** and **Virtual care** tabs. In-person care shows providers who operate in facilities but also offer telehealth services. These will appear in your search results if their physical office is within your search radius. Virtual care shows virtual-only providers.

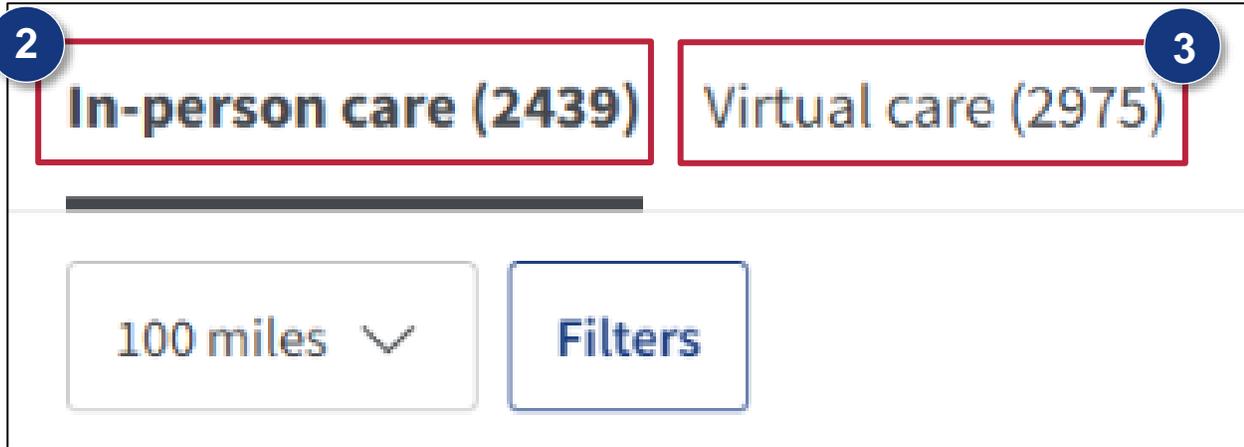
1. Navigate to any search results page. Notice the search tabs on the search results page ribbon. By default, the current tab is In-Person Care.

Note: You can adjust your search radius by selecting the search area field on any search results page.

The screenshot shows the TRICARE Telemedicine search results page. At the top, the word "Telemedicine" is displayed in white on a dark blue background. Below this, there are two search tabs: "In-person care (2439)" and "Virtual care (2975)". The "In-person care (2439)" tab is highlighted with a red box, and a blue circle with the number "1" is overlaid on it. Below the tabs, there are search filters including a radius of "100 miles" and a "Filters" button. To the right, there are buttons for "Top Rated" and "Map". A notification banner is visible, stating: "Remember! Care from a provider other than your PCM may require a referral. Go to tricare.mil for more details." Below the banner, it says "2439 search results".



2. Select **In-person care** to view providers who operate in facilities but also offer telehealth services. To filter your search results, refer to [Filtering for Telehealth Services](#).
3. Select **Virtual care** to view providers and facilities who offer virtual care only.



4. Profiles on the **Virtual care** tab will show that they offer telehealth visits only.

