



TRICARE West Region Searching for Virtual Health Providers and Facilities in the Provider Directory

Quick Reference Guide

Key Points

- Searching for Virtual Health Services with Shortcuts
- Filtering for Virtual Health Services
- Using the Search Tabs

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Introduction

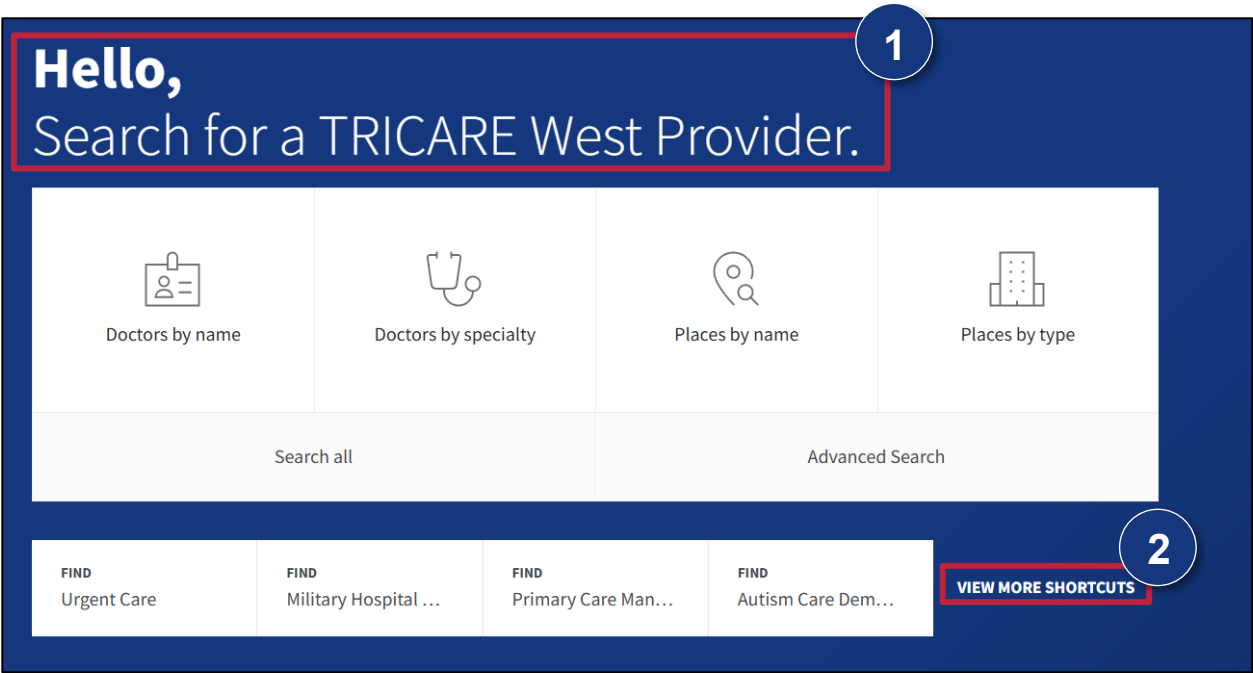
This guide will help you find virtual health providers and facilities using the provider directory.

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 Virtual Health Services with Shortcuts

There are three ways to locate virtual health 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 virtual health services will display.
Note: Regardless of physical distance or whether the provider operates in a facility, beneficiaries can receive virtual health 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 Map

3342 search results

Locations • 6

Offers video visits

Specialty Recognition Remote services
None Telemedicine

Gender Board certification
Subspecialty

None

- Notice that virtual health 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.

Locations • 6

Offers video visits



Filtering for Virtual Health Services

You can also filter for Remote Service providers (providers that offer Virtual health 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.

Filters

×

Search Area

150 miles

▼

Patient Age

All ages

▼

Languages Spoken by Provider

▼

Remote Services Providers

Telemedicine

▲

☒ Telemedicine

Specialty

▼

[Reset filters](#)

4

Get results



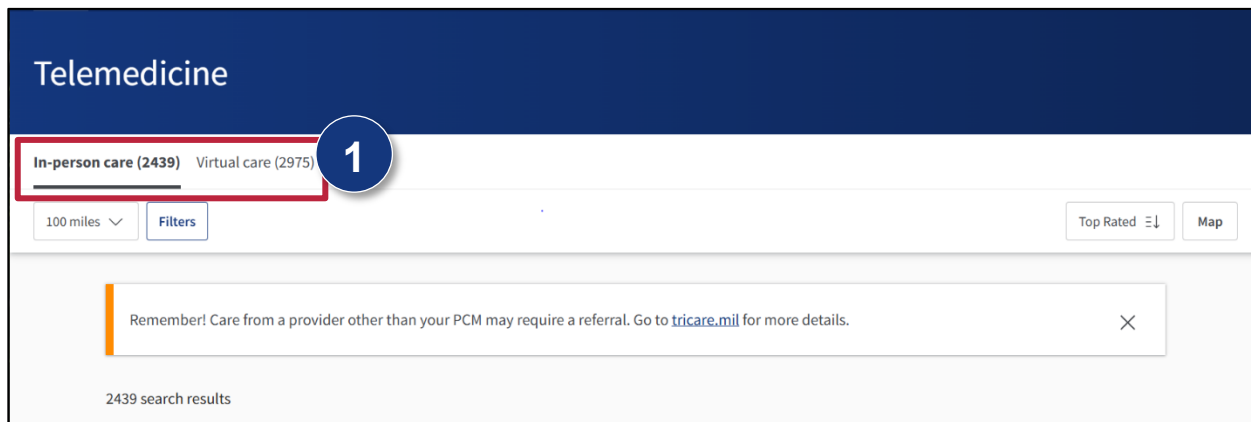
Using the Search Tabs

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 virtual health 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.





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

A screenshot of the TRICARE provider search interface. At the top, there are two tabs: "In-person care (2439)" and "Virtual care (2975)". The "In-person care" tab is selected and highlighted with a red border, and a blue circle with the number "2" is next to it. The "Virtual care" tab is also highlighted with a red border, and a blue circle with the number "3" is next to it. Below the tabs, there is a search bar with "100 miles" and a dropdown arrow, and a "Filters" button.

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

A screenshot of a provider profile on the "Virtual care" tab. The profile shows a blue person icon, a name, and a title. A red box highlights the text "Telehealth Only" and "Offers virtual visits", and a blue circle with the number "4" is next to it.