



**DEFENSE HEALTH AGENCY**  
**DUNHAM U.S. ARMY HEALTH SYSTEM**  
450 GIBNER ROAD, SUITE #1  
CARLISLE BARRACKS, PENNSYLVANIA 17013-5086

June 14, 2024

Dear Incoming US Army War College students and families,

The Staff at Behavioral Health welcome you to Carlisle Barracks! Active Duty Servicemembers may access our services via either a referral from your Primary Care Manager (PCM) or through self-referral. If you are interested in Behavioral Health care for yourself, contact your PCM, call the Behavioral Health Clinic at 717-245-4602, or just stop in. Our office is located at the end of the corridor to your left when you enter Dunham Clinic, right across from the Command Suite. We are currently only seeing Active Duty Servicemembers at Behavioral Health and Substance Use Disorders Clinical Care. Our family members and retirees are being seen in the network. We would like you to know that often Servicemembers can be seen for voluntary SUDCC, as well. You can also stop in for more information about the Substance Use Disorders program.

We first schedule a triage appointment (BBH, brief behavioral health visit) during which you fill out a one-page questionnaire and consents as well as computer assisted screening that help us identify potential areas of difficulty. You will briefly meet with either the Psychology Technician or a provider for a quick interview and some follow up questions. Your computer screening scores will be reviewed as well. We then determine if you will be seen in our clinic or deferred to network. We do this triage at the clinic and are happy to get you scheduled and into services as quickly as possible. BBHs are often scheduled the same or next day from contact with the clinic (or when your schedule first allows). The same is also true for triage for Substance Use Disorder care.

You can research options for family members at the following sites:

- a. The TRICARE/Humana website: [www.humanamilitary.com](http://www.humanamilitary.com)
- b. Use the Psychology Today website, search providers filtering for those that accept TRICARE/Humana insurance: [www.psychologytoday.com](http://www.psychologytoday.com)
- c. Virtual care provider Telemynd: [www.telemetrynd.com/military](http://www.telemetrynd.com/military)
- d. Virtual care provider Drs On Demand: [www.drondemand.com](http://www.drondemand.com) Humana members

Family members and retirees do not require a referral for BH or SUDCC care.

We are happy you are here and hope you enjoy your time at the US War Army College!

Sincerely,

The Behavioral Health and Substance Use Disorders Team  
Jennifer Patterson, PhD, Acting Chief of Behavioral Health

**How to seek care for Active Duty Service Members, \*\* Activated Service Members, and International Fellows (NATO) at Dunham**

If you are an Active-Duty Service Member, a Service Member or Active Duty for operational support (ADOS) orders, and International Fellows with a NATO designation you can directly Self Refer to the Dunham Behavioral Health (BH) Clinic. Just stop by the Behavioral Health office in Bldg. 450 (Dunham U.S. Army Health Clinic) or call 717-245-4602 to schedule an appointment.

**How Family Members/Retirees seek care for Behavioral Health**

We currently are unable to provide Behavioral Health services for DoD Civilians, Family Members, Retirees, or International Fellows without a NATO designation.

If you are a DoD Civilian, Family Member or Retiree in need for Behavioral Health Care please visit the Humana Website (<https://www.humana.com>) or call 1-800-444-5445 to find a network provider. You can also go to <https://www.psychologytoday.com/us> to find network providers.

There is also a virtual Behavioral Health options available called TELEMVND or Doctor on Demand.

For Telemvnd You can call 1-866-991-2103 or go to <https://www.telemvnd.com/military> for more information and to request an appointment.

For Doctor on Demand, you can call 800-997-6196 or go to <https://doctorondemand.com> for more information and to request and appointment.

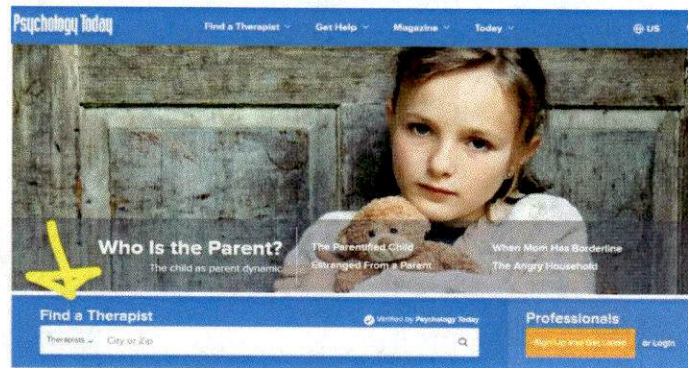
If you are an International Fellow and need assistance, please contact Lisa Burt @ 717-245-3374 / 717-713-0624 / [lisa.w.burt.civ@army.mil](mailto:lisa.w.burt.civ@army.mil) , and she can help you co-ordinate services.

**If you have a Behavioral Health emergency, please call 911 or visit the nearest Emergency room for care.**

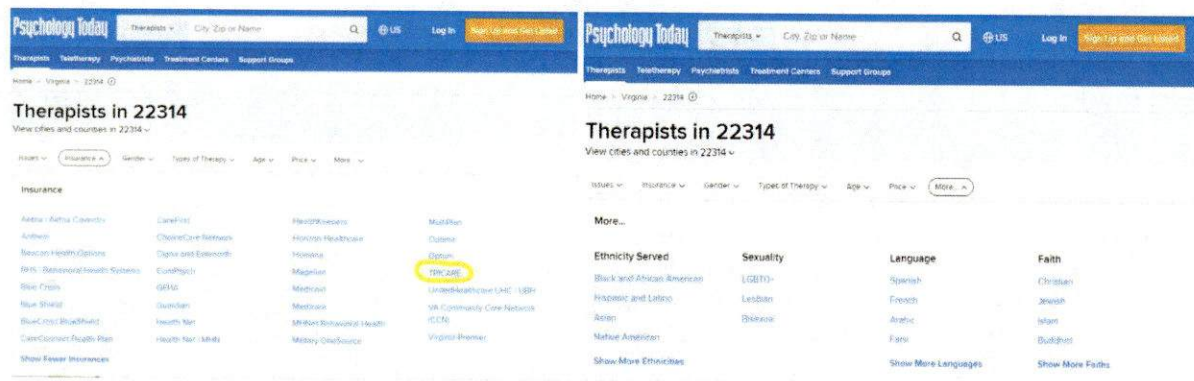
# Finding a Network Therapy Provider

After you have been notified that you are authorized to see a Network Mental Health Provider, please follow the steps below to find a provider and begin services.

1. Go to <https://www.psychologytoday.com/us>
2. On the homepage, find the Find a Therapist box



3. Enter the city or zip code where you would like to receive services and press enter
  - a. Think about when you are available, how far you would like to travel, and if you'd like to be seen closer to work or home.
4. You will then see a list of all the providers in that area, which needs to be narrowed down.
5. Using the filter options at the top, make the following selections
  - a. Insurance: Tricare (Mandatory)
  - b. Gender, ethnicity, sexuality, language, faith, etc are optional filters based on your preference



6. You will now have a list of providers that take TRICARE and fit your preferences
7. Read the information about the provider and find 2-3 that you feel would be a good fit
  - a. Pay attention to the following:
    - i. Specialties/issues: make sure they treat the issues you're experiencing
    - ii. Client focus: must list adults
    - iii. Modality: must list individual
  - b. Call the providers to ask if they are currently accepting new patients and when their earliest appointment is. If they are not available, then move down your list until you find one that is
8. Write down the name, phone number, and address of the provider that you want to see
9. Call TRICARE WEST at (844) 866-9378 or TRICARE EAST at (800) 444-5445 at least 72 business hours after referral was submitted
  - a. Let them know you have a network therapy referral and would like to have the referral sent to a specific provider. Then provide the representative that provider's contact information.
  - b. The referral should be authorized to that provider within 72 business hours
10. Follow up with the network provider to ensure they receive the referral
11. Schedule your first appointment and start getting help!

## **How Do I access Additional Support or Behavioral Health Services at Carlisle Barracks?**

**In case of an emergency (i.e. you or someone you know is a danger to themselves or someone else), immediately contact Emergency Services (911) or go to the nearest emergency room.**

### **1.) Dunham US Army Health Behavioral Health Clinic**

The Behavioral Health (BH) clinic is located on post (Carlisle Barracks) with hours 0730-1630 Monday-Friday, except holidays. TRICARE Prime beneficiaries have access to services, which are confidential except to meet legal obligations or prevent harm to self or others. Make a self-referral by calling 717-245-4602. After hours, please contact Crisis Intervention at 717-243-6005.

### **2.) Substance Use Disorder Clinical Care (SUDCC A.K.A ASAP)**

Substance Use Disorder Clinical Care is located within the Behavioral Health Clinic at 450 Gibner Rd. Hours are 0730 – 1630 Monday – Friday, except holidays. SUDCC offers a variety of services to include assessment, treatment and case-management of substance use disorders for active duty service members, their beneficiaries (18 or older), and retirees and their beneficiaries. Please call 717-245-4082/4602 for further information or assistance.

### **3.) Carlisle Barracks Chaplains**

Offices are located at the Chapel on post (Carlisle Barracks). Pastoral counseling services are offered to individuals, couples or families. Services are provided at no cost, and are confidential. You can contact a staff member during business hours at 717-245-3318 for an appointment.

### **4.) TRICARE OPTIONS**

Beneficiaries (EXCEPT Active Duty Service Members) are entitled to eight sessions from a TRICARE network provider without prior authorization. A Family Member wishing to use this option can identify a local TRICARE network provider by contacting HUMANA at 1-800-444-5445 or online at <https://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main>. Active Duty Service Members must first obtain a referral from the Dunham Behavioral Health Clinic if services are not available to them within the DUSAHC BH Clinic.

### **5.) Army Community Service (ACS) and Military Family Life Consultants (MFLC)**

Offices for ACS and MFLC are located on post (Carlisle Barracks) in building 632 with hours 0800-1630 Monday – Friday, except holidays. ACS offers numerous resources as well as stress management, anger management and parenting support. Please contact 717-245-3775 for further details. One MFLC is also available on Carlisle Barracks, providing services for all Service Members, retirees and Family Members. They offer up to 12 sessions of short-term, solution-focused counseling with a civilian provider at no cost during business hours. Services are confidential except to meet legal obligations or to prevent harm to self or others. Call 717-448-4509 for an appointment.

### **6.) Military One Source**

Military OneSource offers free short-term Counseling options, including face to face counseling, telephone consultation or online consultation to active duty, National Guard and Reserve Service Members and their families. Counseling services are designed to provide services for short-term issues, not severe or chronic behavioral health problems. Services are confidential except to meet legal obligations or to prevent harm to self or others. You can receive up to 12 sessions, per issue, per counselor at no cost. Those needing care for severe and/or chronic behavioral health problems will be referred to TRICARE or Military Treatment Facility. For consultation call 1-800-342-9647 or go online to <http://www.militaryonesource.com/MOS/About/CounselinaServices.aspx>

**Military Service Members may be asked about counseling experiences for a security clearance or other evaluation. Counseling related to service in a military combat environment, or that is strictly related to marital, family, or grief issues does NOT need to be disclosed on your application for a security clearance per Secretary of Defense Memorandum (2008).**



## **ADDITIONAL IMPORTANT TELEPHONE NUMBERS**

### **CRISIS INTERVENTION**

- Cumberland County
  - Carlisle Crisis – 717-243-6005
  - Holy Spirit Crisis – 717-763-2222
- Dauphin County – 717-232-7511
- Franklin County – 717-264-2555
- York County – 717-851-5320

### **HUMANA**

1-800-444-5445 <https://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main>

### **TELEMYND**

1-866-991-2103 <https://www.telemetrynd.com/military>

### **DOCTOR ON DEMAND**

800-997-6196 <https://www.doctorondemand.com>

### **FAMILY ADVOCACY VICTIM ADVOCATE**

717-245-3775

### **CARLISLE BARRACKS MILITARY POLICE**

717-245-4115

### **SEXUAL ASSAULT RESPONSE**

717-245-4998

### **RAPE CRISIS**

1-888-727-2877

### **NATIONAL SUICIDE PREVENTION LIFELINE**

DIAL 988 THEN PRESS 1 OR TEXT 838255

### **HOTLINES**

- PA CHILDLINE (Child Abuse Hotline) - 1-800-932-0313
- DOMESTIC VIOLENCE SERVICES – 1-800-852-2102
- TEEN LINE – 1-800-722-5385
- POISON CONTROL – 1-800-521-6110

# Behavioral Health and Resiliency Resources

## Garrison SERVICES:

Dunham BH/FAP/SUDCC

717-245-4602

BLDG 450

Hours: 0730-1630

Garrison Chaplain

717-245-3318

[https://www.facebook.com/](https://www.facebook.com/USAWCMemorialChapel)

[USAWCMemorialChapel](#)

SHARP 24/7 Helpline:

(717)-245-4998

DoD Safe Helpline:

(877) 995-5247

## How do I know if I need help?

- Changes in mood (mood swings, intense anger, irritability, sadness that won't go away, anxiety/worry that is difficult to manage)
- Thoughts of harm to self or others
- Increased use of, or trouble controlling, use of alcohol or drugs
- Changes in sleep or daily function
- Changes to social habits

Notes/ POCs \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Hotlines, Counseling, & other Mental Health Help

Tricare (& other insurances) also provide counseling & psychiatric coverage

[Tricare.mil/mentalhealth](https://tricare.mil/mentalhealth)



Military  
Crisis Line

800-273-8255 (TALK)

Press '1', or Text to 838255 for crisis support,



Carlisle Barracks Services:

<https://home.army.mil/carlisle/index.php/Carlisle-Barracks>

MILITARY

ONE  
SOURCE



Free counseling- sign-up at 800-342-9647 or [militaryonesource.mil](https://militaryonesource.mil)

Also has hundreds of resources, including "Chill Drills", financial counseling, free tax filing and information on almost any military topic

APP available!!



HEADSTRONG

Headstrong provides at no expense, confidential and stigma-free mental health treatment for military members, veterans, and their families regardless of service era or discharge.

<https://getheadstrong.org/>



giveanhour

[GiveAnHour.org/military](https://GiveAnHour.org/military) click on "Get Help"

Non-military, licensed therapists volunteer to provide FREE, counseling to Family members for up to a year.



Substance Abuse and Mental Health Services Administration a branch of the US Dept of Health & Human Services that helps connect individuals to substance use treatment [www.samhsa.gov](https://www.samhsa.gov)



Getting Results in Transition, App. Gain personal insights into emotional well-being; Provide resources to improve individual situations; Connect with friends and family. And serve as a mechanism for self-awareness and self-care

REAL  
WARRIORS  
APP



RealWarriors.net

Information and resources including several excellent phone apps including: PTSD Coach, Breathe2Relax, Virtual Hope Box, & Dream EZ

# BH and Resiliency Resources

## DoD Safe Helpline

Sexual Assault Support for the DoD Community

safehelpline.org | 877-995-5247

CBT-i



## Veterans Crisis Line



1-800-273-8255  
PRESS 1

Dial 988  
then  
press 1

• Confidential chat at VeteransCrisisLine.net or text to 838255 •

### RECOGNIZE THE SIGNS OF SUICIDE RISK

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behaviors such as drug abuse, weapons, etc.
- Feeling hopeless, feeling like there's no way out
- Anxiety, agitation, sleeplessness, mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The presence of these signs requires immediate attention



U.S. Department of Defense

## Hotlines, Counseling, APPS, & other Mental Health Help

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[vets4warriors.com](http://vets4warriors.com) or 855-838-8255 (TALK)

24/7 telephonic, confidential peer-to-peer support by veterans to help you find solutions



Fun individual, family, and couple retreats. **StrongBonds.org** get paid to attend a relationship retreat run by the Chaplains Program. select an event w/in 450 miles of HOR & get approval from your CoC



Psychological Health Center of Excellence (PHCOE)  
24/7 support, info & many programs for psychological health & TBI  
[pdhealth.mil](http://pdhealth.mil) 866-966-1020



National Resource Directory **NRD.gov**  
Comprehensive directory of services for Soldiers, Veterans, & Families

## Top 10 Free Mental Health Apps in 2022, According to

### PsychCentral

- Best for anxiety: **MindShift**
- Best for PTSD: **PTSD Coach**
- Best for deep breathing: **BellyBelly**
- Best for quitting smoking: **QuitNow!**
- Best for stress relief: **Take a Break!**
- Best for CBT and ACT: **What's Up?**
- Best for People of Color: **Shine**
- Best for better sleep: **Relax with Andrew Johnson Ltd**
- Best overall symptom tracker: **Bearable**
- Best for bipolar disorder: **eMoods Classic**



PE Coach



Mindfulness Coach



CPT Coach



Beyond MST



### Something to keep in mind

While mental health apps like the ones on this list can be beneficial for many people, they cannot replace treatment if you've been diagnosed with a mental health condition. Still, they may be helpful tools to use in addition to therapy, medication, or both.





U.S. Department  
of Veterans Affairs

# News Release

Office of Public Affairs  
Media Relations

Washington, DC 20420  
(202) 461-7600  
[www.va.gov](http://www.va.gov)

FOR IMMEDIATE RELEASE  
Jan. 13, 2023

## Starting Jan. 17, Veterans in suicidal crisis can go to any VA or non-VA health care facility for free emergency health care

WASHINGTON – Starting Jan. 17, Veterans in acute suicidal crisis will be able to go to any VA or non-VA health care facility for emergency health care at no cost – including inpatient or crisis residential care for up to 30 days and outpatient care for up to 90 days. Veterans do not need to be enrolled in the VA system to use this benefit.

This expansion of care will help prevent Veteran suicide by guaranteeing no cost, world-class care to Veterans in times of crisis. It will also increase access to acute suicide care for up to 9 million Veterans who are not currently enrolled in VA.

Preventing Veteran suicide is VA's top clinical priority and a top priority of the Biden-Harris Administration. This effort is a key part of VA's 10-year National Strategy for Preventing Veteran Suicide and the Biden-Harris administration's plan for Reducing Military and Veteran Suicide. In September, VA released the 2022 National Veteran Suicide Prevention Annual Report, which showed that Veteran suicides decreased in 2020 for the second year in a row, and that fewer Veterans died by suicide in 2020 than in any year since 2006.

"Veterans in suicidal crisis can now receive the free, world-class emergency health care they deserve – no matter where they need it, when they need it, or whether they're enrolled in VA care," said VA Secretary for Veterans Affairs Denis McDonough. "This expansion of care will save Veterans' lives, and there's nothing more important than that."

VA has submitted an interim final rule to the federal register to establish this authority under section 201 of the Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act of 2020. The final policy, which takes effect on Jan. 17, will allow VA to:

- Provide, pay for, or reimburse for treatment of eligible individuals' emergency suicide care, transportation costs, and follow-up care at a VA or non-VA facility for up to 30 days of inpatient care and 90 days of outpatient care.
- Make appropriate referrals for care following the period of emergency suicide care.
- Determine eligibility for other VA services and benefits.
- Refer eligible individuals for appropriate VA programs and benefits following the period of emergency suicide care.

Eligible individuals, regardless of VA enrollment status, are:

- Veterans who were discharged or released from active duty after more than 24 months of active service under conditions other than dishonorable.
- Former members of the armed forces, including reserve service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged under conditions other than dishonorable.
- Former members of the armed forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while serving in the armed forces.

Over the past year, VA has announced or continued several additional efforts to end Veteran suicide, including establishing 988 (then press 1) as a way for Veterans to quickly connect with caring, qualified crisis support 24/7; proposing a new rule that would reduce or eliminate copayments for Veterans at risk of suicide; conducting an ongoing public outreach effort on firearm suicide prevention and lethal means safety; and leveraging a national Veteran suicide prevention awareness campaign, "Don't Wait. Reach Out."

###

Reporters covering this issue can download VA's Safe Messaging Best Practices fact sheet or visit ReportingOnSuicide.org for important guidance on how to communicate about suicide.

If you're a Veteran in crisis or concerned about one, contact the Veterans Crisis Line to receive 24/7 confidential support. You don't have to be enrolled in VA benefits or health care to connect. To reach responders, Dial 988 then Press 1, chat online at VeteransCrisisLine.net/Chat, or text 838255.

# What about my security clearance?

Your decision to seek mental health care will not in and of itself adversely impact your ability to obtain or maintain a national security position. In fact, seeking personal wellness and recovery may favorably impact your eligibility for a national security position. All information pertaining to treatment will be handled on a strict need-to-know basis and any misuse of information is punishable under applicable privacy laws.



Office of the Secretary of Defense  
Washington, DC 20301-1000

To: All Individuals Completing the DF86 Questionnaire for National Security Positions

The purpose of this cover letter is to reaffirm that the Department of Defense strongly endorses the practice of seeking professional help to address all health-related concerns, whether mental or physical. The Department considers it a mark of strength and maturity to seek appropriate healthcare, whenever required. This is especially important for DOD, whose members are routinely exposed to traumatic events with psychological and physical impact beyond those encountered in their environments.

The Secretary of Defense has successfully advocated a revised Question 21 of the SF86 Questionnaire for National Security Positions, which asks about mental health treatment. The revised question, which is attached for reference, excludes counseling related to marital, family, or grief issues, unless related to violence by you. It also rules out counseling for adjustments from service in a military combat environment.

**Standard Form 86, Question 21- Revised  
(Feb 2008)**

*Mental health counseling in and of itself is not a reason to revoke or deny clearance.*

*In the last 7 years, have you consulted with a health care professional regarding an emotional or mental health condition or were you hospitalized for such a condition?*

*Answer "No" if the counseling was for any of the following reasons and was not court ordered:*

- Strictly marital, family, grief not related to violence by you; or*
- Strictly related to adjustments from service in a military combat environment.*

*If you answered "Yes," indicate who conducted the treatment and/or counseling, provide the following information, and sign the "Authorization for Release of Medical Information Pursuant to the Health Insurance and Accountability Act (HIPAA)."*