

Get Started as an Active Duty Service Member

A simple guide to requesting mental health referral and authorization for virtual care.

Referral + Authorization Required

Active Duty Service Members need PCM approval before receiving outpatient mental health care from Telemetrynd.

YOUR PATH TO CARE

1 Log in to MHS GENESIS

Sign in to the MHS GENESIS Patient Portal using your DS Logon, CAC, or PIV

2 Open Secure Messaging

Select Messaging → Inbox → Send a Message. Choose your PCM, primary care team, or military treatment facility care team.

3 Copy and send your authorization request

SUBJECT

Mental Health Referral and Authorization Request for Telemetrynd

MESSAGE

Hello, I would like to request a referral and authorization for outpatient mental health services through Telemetrynd, a TRICARE network mental health provider.

If an appointment with my PCM or another evaluation is required first, please let me know the next steps. Thank you.

IF NEEDED

Provider: Telemetrynd

NPI: 1831672989

Fax: (267) 937-3340

4 Contact Telemetrynd

Call **(866) 991-2103** to begin the intake process. Tell us you are Active Duty and your authorization is pending.

5 We'll Schedule Your Appointment

Once Telemetrynd receives and verifies the authorization, our Care Coordination team will schedule your appointment based on provider availability and the services included in your authorization.

TRICARE Spouse, Child, or Dependent?

You can request outpatient mental health care directly without first obtaining a PCM authorization. Call **(866) 991-2103** or request an appointment online. Our team will verify your benefits and help you schedule care.

Questions or waiting on authorization?

Telemetrynd can check whether it has been received and reviewed. If not received, confirm with your PCM or Referral Management Office that it was faxed to (267) 937-3340 using Telemetrynd's NPI, 1831672989.

866-991-2103

Virtual Mental Health Care

Telemetrynd offers virtual therapy, psychiatry and medication management, flexible availability, and secure appointments from a private location.

Need immediate help? Telemetrynd coordination lines are not emergency services. Call **911** for immediate danger. For confidential Veterans Crisis Line support, **call 988 and press 1, text 838255**, or visit **VeteransCrisisLine.net**.