



Searching for Telehealth Providers and Facilities in the Provider Directory

Quick Reference Guide

For TRICARE West Region Providers

Key Points

- Searching for telehealth services with shortcuts
- Filtering for telehealth services
- Using the search tabs

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Introduction

The TRICARE West Provider Directory lets providers search local and remote TRICARE providers, look up provider information, and sort through provider profiles—all on one easy-to-use online platform. 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

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

Hello,
Search for a TRICARE West Provider.

Doctors by name Doctors by specialty Places by name Places by type

Search all Advanced Search

FIND Urgent Care FIND Military Hospital ... FIND Primary Care Man... FIND Autism Care Dem...

VIEW MORE SHORTCUTS



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

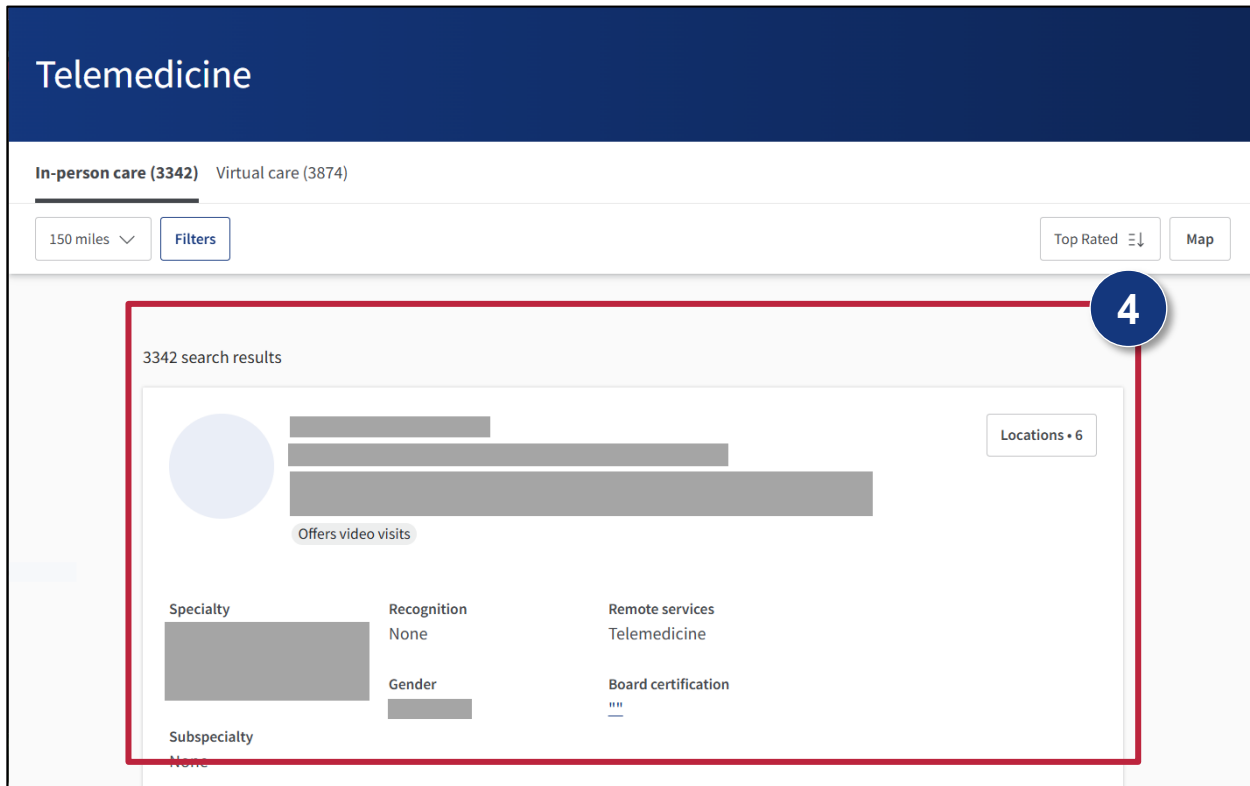
FIND
Telemedicine Services

3

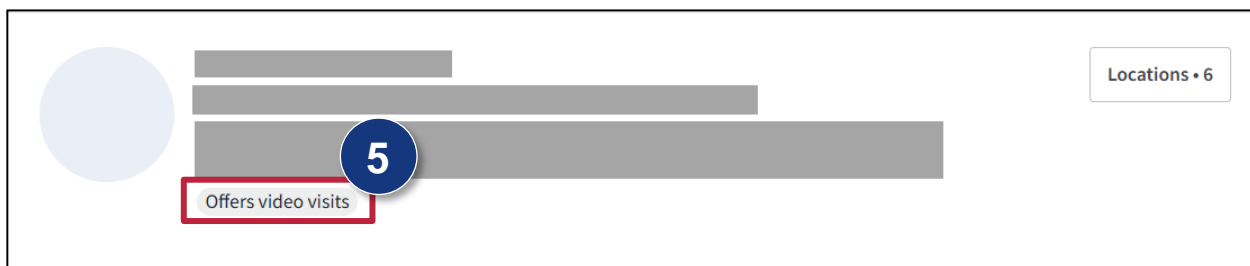


- 4. Review the profiles as needed. Providers and facilities that offer telehealth services will display.

Note: Regardless of physical distance, beneficiaries can receive telehealth services from brick and mortar providers if they're both in the same state. You can narrow your search to only include brick and mortar providers near your city or ZIP Code, or you can expand your search to include brick and mortar 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](#). For more information on search locations, refer to the [Understanding the Provider Directory Quick Reference Guide](#).



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

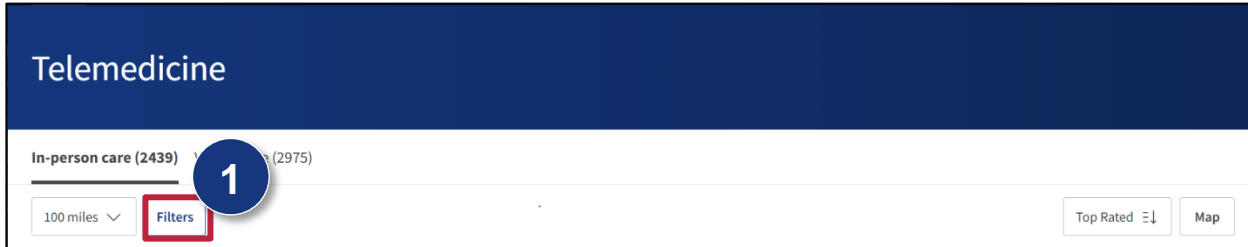




Filtering for Telehealth Services

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 opens.





2. Select **Remote Service Providers**.
3. Select the **Telemedicine** checkbox.
4. Select **Get results**. The search results 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](#) Get results



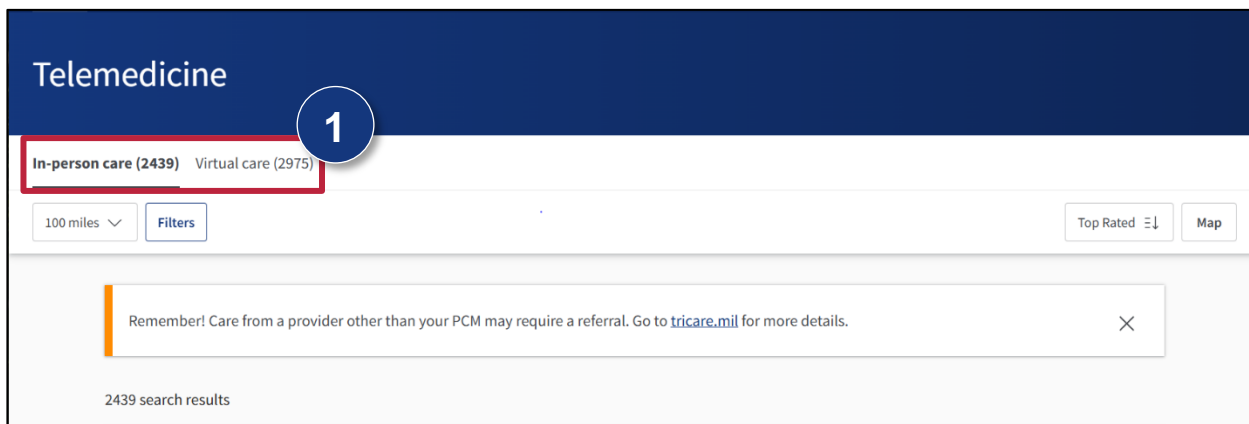
Using the Search Tabs

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

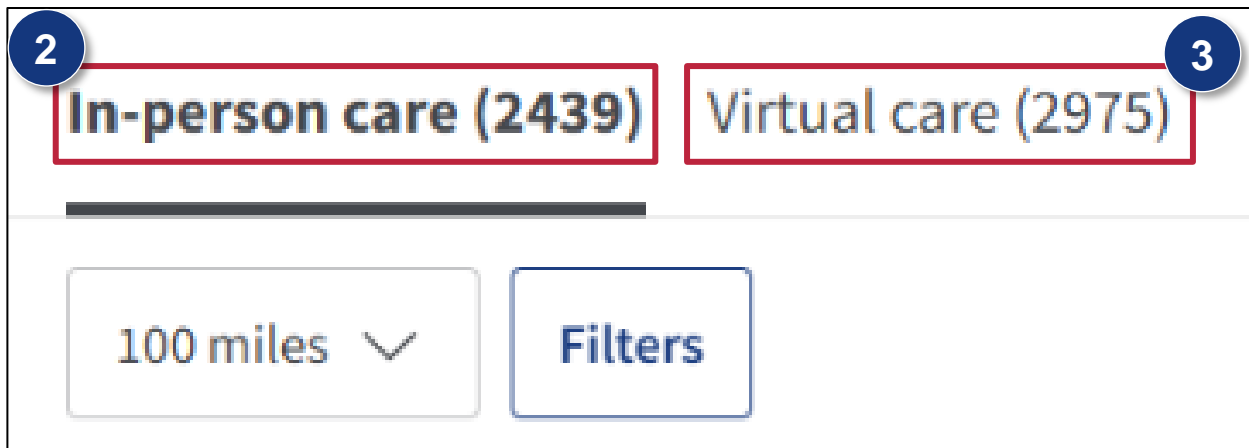
View different search results using the **In-person care** and **Virtual care** tabs. In-person care shows brick and mortar providers who also offer telehealth services. These will appear in your search results if their physical office is within your search radius. Virtual care shows virtual-only providers.

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. For more information on tailoring your search results, refer to the [Understanding the Provider Directory Quick Reference Guide](#).



2. Select **In-person care** to view brick and mortar providers. To filter your search results for brick and mortar providers who also offer telehealth services, 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 show that they offer telehealth visits only.

The screenshot shows a provider profile with the following details:

- Profile Header:** Includes a name field (redacted), a "Telehealth Only" badge with a blue circle containing the number "4", and a red-bordered box containing the text "Offers virtual visits".
- Specialty:** Diagnostic Radiology
- Recognition:** None
- Board certification:** ""
- Remote services:** Telehealth Only (with a blue circle containing the number "4" next to it)
- Subspecialty:** None
- Staff languages:** English

At the bottom right of the profile, there is a text prompt: "Call [redacted] to schedule an appointment".