

## **CNIC NAF Benefits Hub:**

<https://www.virtualfairhub.com/cnic/public/welcome>

## **CNIC CONUS & OCONUS EAPs**

**AUDIENCE: All CNIC NAF employees and their family members (regardless of how related or where located in the world)**

Your employee assistance program (EAP) offers no-cost resources that can help you with everyday life to improve your physical, mental and emotional well-being. Learn more:

- **CONUS**

- <https://cnic.mylifeexpert.com/>
- Under Member Portal & App, select Sign Up.
- Use company code: CNIC653
- 1-800-932-0034 or 800-451-1834

- **OCONUS**

- Magellan Global Employee Assistance Program
- [MagellanHealth.com/Global](https://MagellanHealth.com/Global)
- Use company code: cnic
- For list of phone numbers, visit: <https://www.virtualfairhub.com/cnic/Employee-Assistance-Program>, and click on “Contact Us Sheet”

## **NAF Health Benefits:**

<https://www.nafhealthplans.com/explore-benefits/mental-health>

<https://www.aetnainternational.com/en/health-wellness/mental-well-being.html>

**AUDIENCE: Regular full- and part-time NAF employees enrolled in the NAF Health Benefits Plan (and covered dependents)**

**Virtual Counseling with Teladoc Health – CONUS only:**

- Teladoc Health lets you speak with a psychiatrist, psychologist, social worker or therapist by phone or video. Talk confidentially from the comfort of your home or wherever you feel comfortable. Build an ongoing relationship with a psychiatrist or therapist of your choice. Schedule an appointment seven days a week, 7 AM to 9 PM.
- To register and create an account:
  - Call 1-855-TELADOC (835-2362), download the Teladoc Health app or visit [TeladocHealth.com/aetna](https://www.TeladocHealth.com/aetna).

**Counseling services for adults:**

- If you're working on feeling better emotionally, we're here to help guide you to the right support.
- CONUS:
  - To find mental health providers in your network:
    - Log in to your member website at [Aetna.com](https://www.aetna.com) and go to Find care & pricing
    - Or call Aetna Behavioral Health at 1-855-226-8287 (TTY: 711).
      - Note: Some of these providers also offer virtual visits.
- OCONUS:
  - Log in to your member website at [aetna.com](https://www.aetna.com), or download the Aetna International mobile app to access health and wellness resources, wherever you are:
    - Therapeutic counseling: Talk with a professional for in-the-moment support and short-term therapy
    - Wysa: A conversational well-being mobile app that uses both a smart chatbot and human coaching to offer anonymous emotional and mental well-being support for members 13 years of age and older
    - Talkspace: An in-network online therapy service in the U.S. that offers counseling support

- Call 1-800-231-7729 or the Member Services number on your Aetna International member ID card for assistance

### **Counseling services for children & adolescents:**

- Mental health concerns are on the rise among kids and teens. If you notice something is “off” with your child, trust your gut. Sit down with them and talk about what’s going on. Reassure them that a mental health professional can help them work through their feelings.
- To find in-network behavioral health providers:
  - Log in to Aetna.com and go to Find care & pricing.
  - You can narrow your search to find pediatric behavioral health providers.

### **Support for major life events- from AbleTo:**

- Major life events, such as having a baby or finding out you have diabetes or heart disease, can be overwhelming. AbleTo is a no-cost\* eight-week program that connects you with two specialists each week: a therapist and a behavior coach. They’ll help you work through emotions, understand your care plan, identify helpful changes you may need to make, and feel more in control of your health.
- To get started:
  - Call 1-844-330-3648 to find out if you qualify.
  - \*Note: Members enrolled in an Aetna High Deductible Health Plan must meet their deductible first.

### **Military One Source:** EAP offered (24/7 and 365)

- Website: <https://www.militaryonesource.mil/connect/> -or- <https://www.militaryonesource.mil/resources/millife-guides/eap-programs-for-federal-employees/#list-of-federal-agencies-employee-assistance-programs>
  - Call 1-800-342-9647 or start a secure chat online
  - OCONUS call: Voice over Internet Protocol provider to call 800-342-9647 -or- search by country type for dialing instruction on their webpage: <https://www.militaryonesource.mil/resources/international-calling-options/>

TRICARE: Health Care Program for active duty service members, active duty family members, National Guard and Reserve members and retired.

<https://tricare.mil/>

| Regional Contractors                                               | Phone Number                                                                                                                                                                                          |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRICARE East Region<br><a href="#">Humana Military</a>             | <ul style="list-style-type: none"><li>• 800-444-5445</li><li>• 8 a.m. to 6 p.m. ET and CT, Monday–Friday</li></ul>                                                                                    |
| TRICARE West Region<br><a href="#">TriWest Healthcare Alliance</a> | <ul style="list-style-type: none"><li>• 888-TRIWEST (874-9378)</li><li>• 8 a.m. to 6 p.m. in your time zone (CT, MT, PT, Alaska Time, and Hawaii-Aleutian Time), excluding federal holidays</li></ul> |

| Regional Contractors                                                           | Phone Number                                                                                                                        |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| TRICARE Overseas<br><a href="#">International SOS Government Services, LLC</a> | <ul style="list-style-type: none"> <li>• <a href="#">Country-specific TRICARE Overseas phone numbers</a></li> <li>• 24/7</li> </ul> |

| Other Contractors                                                              | Phone Number                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRICARE Pharmacy Program<br><a href="#">Express Scripts, Inc.</a>              | <ul style="list-style-type: none"> <li>• Stateside: 877-363-1303</li> <li>• Overseas (toll-free): 877-363-1303</li> <li>• <a href="#">Country-specific Express Scripts phone numbers</a></li> <li>• <a href="#">Deployment Prescription Program</a>: 855-215-4488</li> </ul> |
| <a href="#">Active Duty Dental Program</a><br>United Concordia Companies, Inc. | <ul style="list-style-type: none"> <li>• 866-984-2337</li> <li>• 6 p.m. Sunday to 10 p.m. Friday (Eastern Time)</li> <li>• 8 a.m. to 5 p.m. Saturday (Eastern Time)</li> </ul>                                                                                               |
| <a href="#">TRICARE Dental Program</a>                                         | <ul style="list-style-type: none"> <li>• CONUS50 United States, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands: 844-653-4061 (TDD/TTY: 711)</li> </ul>                                               |

| Other Contractors                                                                       | Phone Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| United Concordia Companies, Inc.                                                        | <ul style="list-style-type: none"> <li>• OCONUS Areas outside of the 50 United States, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands (toll-free): 844-653-4060</li> <li>• OCONUS (toll): +1-717-888-7400</li> <li>• Fraud hotline: 877-968-7455</li> <li>• 6 p.m. Sunday to 10 p.m. Friday (Eastern Time)</li> </ul>                                                                                                                        |
| TRICARE For Life (U.S. and U.S. territories)<br><a href="#">WPS Government Services</a> | <ul style="list-style-type: none"> <li>• 866-773-0404</li> <li>• TDD: 866-773-0405</li> <li>• 5 a.m. Monday to 10 p.m. Friday (Central Time)</li> <li>• For pharmacy questions, call <a href="#">Express Scripts, Inc.</a> (see above)</li> </ul>                                                                                                                                                                                                                                                                    |
| <a href="#">US Family Health Plan</a>                                                   | <ul style="list-style-type: none"> <li>• <a href="#">Brighton Marine Health Center</a>: 800-818-8589</li> <li>• <a href="#">CHRISTUS Health</a>: 800-678-7347</li> <li>• <a href="#">Johns Hopkins Health Plans</a>: 800-808-7347 (prospective members: 800-801-9322)</li> <li>• <a href="#">Martin's Point Health Care</a>: 888-241-4556</li> <li>• <a href="#">Pacific Medical Centers (PacMed Clinics)</a>: 800-585-5883</li> <li>• <a href="#">St. Vincent Catholic Medical Centers</a>: 800-241-4848</li> </ul> |

| Other Contractors                                            | Phone Number                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#"><u>TRICARE Prime Demo</u></a>                    | <p><a href="#"><u>CareSource Military &amp; Veterans:</u></a></p> <ul style="list-style-type: none"> <li>• 833-230-2080</li> <li>• Only available in the Atlanta, Georgia, and Tampa, Florida, metropolitan areas</li> <li>• 8 a.m. to 6 p.m. ET, Monday–Friday</li> <li>• 24/7 voicemail support</li> </ul> |
| <a href="#"><u>Continued Health Care Benefit Program</u></a> | 800-444-5445                                                                                                                                                                                                                                                                                                 |
| <a href="#"><u>Military OneSource</u></a>                    | 800-342-9647                                                                                                                                                                                                                                                                                                 |

| Government Partners                                               | Phone Number                                                                                         |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <a href="#"><u>Computer/Electronic Accommodations Program</u></a> | <ul style="list-style-type: none"> <li>• 703-614-8416</li> <li>• Videophone: 571-384-5629</li> </ul> |

| Government Partners                                   | Phone Number                                                                                                                                                                                                           |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DMDC/DEERS Support Office                             | <ul style="list-style-type: none"> <li>• <a href="#">Defense Enrollment Eligibility Reporting System</a> and benefit support: 800-538-9552 (TTY/TDD: 866-363-2883)</li> <li>• Website support: 800-368-3665</li> </ul> |
| Federal Employees Dental and Vision Insurance Program | <a href="#">BENEFEDS</a>                                                                                                                                                                                               |
| Service Personnel Components                          | <a href="#">Service Personnel Component numbers</a>                                                                                                                                                                    |

| Other MHS Resources                                              | Contact Information                                 |
|------------------------------------------------------------------|-----------------------------------------------------|
| Military hospitals and clinics                                   | <a href="#">Find a military hospital or clinic.</a> |
| Beneficiary Counseling and Assistance Coordinators               | <a href="#">Find a BCAC by location.</a>            |
| Crisis hotlines                                                  | <a href="#">Crisis hotline numbers</a>              |
| <a href="#">Combat-Related Disability Travel Benefit Program</a> | 844-204-9351, option 3                              |

| Other MHS Resources                                                                  | Contact Information                                                                                                                                                       |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Debt Collection Assistance Officers                                                  | <a href="#">Find a DCAO by location.</a>                                                                                                                                  |
| MHS Centers of Excellence                                                            | <a href="#">MHS Centers of Excellence locations</a>                                                                                                                       |
| MHS Nurse Advice Line                                                                | <ul style="list-style-type: none"> <li>• 800-874-2273, option 1 (in the U.S.)</li> <li>• <a href="#">MHS Nurse Advice Line</a> (in the U.S. and overseas)</li> </ul>      |
| <a href="#">Military Medical Support Office at Defense Health Agency–Great Lakes</a> | 888-647-6676                                                                                                                                                              |
| TRICARE Health Plan Office                                                           | 844-204-9351                                                                                                                                                              |
| <a href="#">TRICARE Prime Travel Benefit Program</a>                                 | 844-204-9351, option 3                                                                                                                                                    |
| TRICARE Service Centers (overseas only)                                              | <ul style="list-style-type: none"> <li>• <a href="#">Eurasia-Africa</a></li> <li>• <a href="#">Latin America and Canada</a></li> <li>• <a href="#">Pacific</a></li> </ul> |
| Women, Infants, and Children Overseas Program                                        | <a href="#">Country-specific WIC phone numbers</a>                                                                                                                        |

