



**Military OneSource  
Non-medical Counseling  
Services**

# Non-Medical Counseling is...

- › Short-term
- › Available for up to 12 sessions per issue
- › Appropriate for
  - Relationship issues
  - Stress management
  - Decision making
  - Communication
  - Parenting skills



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### **Talking points**

- Military OneSource confidential non-medical counseling is designed to provide short term, goal-oriented counseling for issues that can effectively be addressed within 12 sessions, such as communication issues, adjustment to situational stressors, stress management, decision making, grief, blended-family issues and parenting-skills issues.
- It is available for up to 12 sessions per issue, per eligible family member. Which means that someone could receive 12 sessions for one issue, perhaps something like adjusting to a deployment alone, and then, once those sessions are completed, 12 more sessions for couples-communication issues that may be experienced when the service member returns from deployment.
- The information you provide to counselors is kept confidential, with the exception of the duty to warn issues, including harm to yourself or others, abuse and neglect ,or present or future illegal activity. As with any of the Military OneSource services, a family member may seek non-medical counseling without the knowledge or consent of the service member. If you have questions regarding your individual situation, a Military OneSource consultant can talk with you regarding confidentiality in more detail.

# Non-Medical Counseling is not...

- › A long-term counseling option
- › Part of a medical treatment facility discharge plan, or part of TRICARE
- › Available for those already under care
- › For individuals facing any of the following major issues:
  - Post-traumatic Stress Disorder
  - Psychological or fitness-for-duty evaluations
  - Addictions
  - Mental diagnoses requiring medication
  - Determining a medical diagnosis
  - Crisis situations



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## Talking points

- Non-medical counseling is not designed for issues requiring long-term support, including diagnosed addictions (for example, drugs, alcohol or other addictions), diagnosed mental health conditions that require medical treatment (for example, Post-traumatic Stress Disorder, depression, bipolar disorder, etc.), and other behavioral trauma related diagnoses.
- It is also not designed to address long-term issues such as child abuse or neglect, domestic violence, suicidal ideation and mental health issues. For example, if a service member states that he or she has had suicidal thoughts, but adds that they would never do that to themselves or their family, then non-medical counseling would not be an option, due to suicidal ideation. In these situations, long-term care is more appropriate, and those individuals are referred to a military treatment facility or TRICARE for services and—if appropriate—community resources with their personal insurance. In some cases, the caller may be referred to a community social services program (for example, a National Guard member without insurance might be referred to a local state-run counseling program).
- Military OneSource does not provide or determine any medical diagnosis, nor will we provide psychological or fitness-for-duty evaluations.
- Non-medical counseling is not appropriate as part of a patient's military treatment facility discharge plan, nor is it available for anyone who is already under the care of another counseling provider. For example, a service member who is seeking couples counseling but has a spouse who is being treated for bi-polar disorder would be ineligible. The service member could be seen individually, but we are unable to provide counseling support for the spouse because they have a medical diagnosis and are already working with another provider.

## Briefer notes

Below are other examples of inappropriate issues that can be used if necessary:

- An affiliate provider calls in that the service member abuses alcohol, but the affiliate provider is providing couple's counseling and the service member is getting help elsewhere for substance abuse. In this case the service member would need to be moved out of non-medical counseling due to the substance abuse and concurrent service through another mental health professional.
- A service member wants individual counseling but their primary care provider prescribed Zoloft for depression and nervousness. Since the caller is being treated for depression, he or she is not appropriate for non-medical counseling.
- A service member was hospitalized for panic attacks, denies risk to continue with the non-medical counseling provider. Due to mental health hospitalization, this service member is not appropriate for non-medical counseling.
- A service member was diagnosed with PTSD, but states that it is under control. He is requesting couple's counseling. Due to the diagnosis of PTSD, the caller is not eligible for non-medical counseling.

# Face-to-Face

- › With a counselor in your local community
- › Individuals, couples and families
- › Available for CONUS locations only



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### Talking points

- This confidential non-medical counseling option allows you to meet face-to-face with a professional counselor in your community. It begins with a call to Military OneSource where the consultant will complete a brief assessment to ensure that the issue is indeed appropriate for non-medical counseling support. Once it is deemed appropriate, the consultant will provide a referral to a counselor that best matches the needs of the caller. This referral is only good for 30 days, so the caller is encouraged to make contact fairly quickly. If the sessions are not initiated within 30 days, the person will need to make another phone call to a Military OneSource and begin the process again.
- The thorough assessment with the Military OneSource consultant lasts between 20 and 45 minutes and is considered one of the 12 sessions. The information from this session is then forwarded to the face-to-face counselor for their use.
- A Military OneSource consultant will generally follow up after the referral to the counselor to check to see if appointments have been made and to confirm satisfaction with the counselor. If for some reason the participant-counselor relationship is not a good fit, we will make every attempt to find another counselor.
- Face-to-face non-medical counseling is available to those in the continental U.S., Alaska, Hawaii, Puerto Rico and the Virgin Islands. However, it is best to keep in mind that due to locality issues, face-to-face non-medical counseling may not be available in certain areas, particularly those that are more remote. In this case, there is an option to travel to the nearest affiliate provider, or if applicable, to seek online or telephonic non-medical counseling.

### Briefer notes

- In some cases where we do not have a local affiliate provider available, the Military OneSource consultant can request a temporary provider, however this is not a guarantee and can take a few weeks to process.
- Affiliate provider network criteria:
  - Master's degree or higher
  - Five years post-master's clinical experience
  - Minimum of three years employee assistance program experience

# Telephonic

- › For individual adult sessions only
- › For those located CONUS and OCONUS
- › Available 8 a.m. – 8 p.m. EST





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## Talking points

- Telephonic confidential non-medical counseling has been added to increase access to support and to provide an option for those who are unable to attend in-person counseling sessions due to their overseas location or other circumstances.
- Telephonic non-medical counseling sessions are conducted with a Military OneSource counselor and, like the face-to-face option, begin with a brief assessment.
- Because this method of counseling is provided over the phone, it is not appropriate for complex issues, situations that require a group setting (for example, couples and family counseling) or for children under the age of 18.
- Following the initial screening, the first telephonic session will be scheduled and the counselor will call the participant for a 45 minute session. Subsequent sessions will then be scheduled.

# Online

- › Conducted in a secure, real-time chat format
- › For individual adults sessions only
- › Scheduled and not on-demand
- › Available 8 a.m. – 8 p.m. EST



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## **Talking points**

- Online confidential non-medical counseling is great for those who prefer communicating online versus face-to-face or telephonically. This option uses an instant-messaging format with the counselor and participant communicating online in real-time.
- Sessions can begin once the online non-medical counseling request form is completed and – like the other non-medical counseling options – is assessed for appropriateness. The first session is then scheduled, as is each subsequent session, as they are not available on demand.
- Online sessions are available to those located anywhere; however they can be impacted by technical issues, like connectivity or low bandwidth.
- Because the counseling is conducted on a computer, it is inappropriate for children under 18 or couples or family counseling, including marriage counseling.