



# FAMILY MENTAL HEALTH RESOURCES GUIDE



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The goal of this guide is to help Families determine what mental health resources are available to them and how to access those resources





# Resource Flow Chart

**Green Zone**

Mental Health Awareness and Education

Resources that support overall wellness for Families

Holistic Health Support

Families seeking connections to network care



**Yellow Zone**

Clinical & non-clinical resources that offer both long-term & short-term support for Families



Coping Skills & Stress Management

Relationship Skills / Family support programs

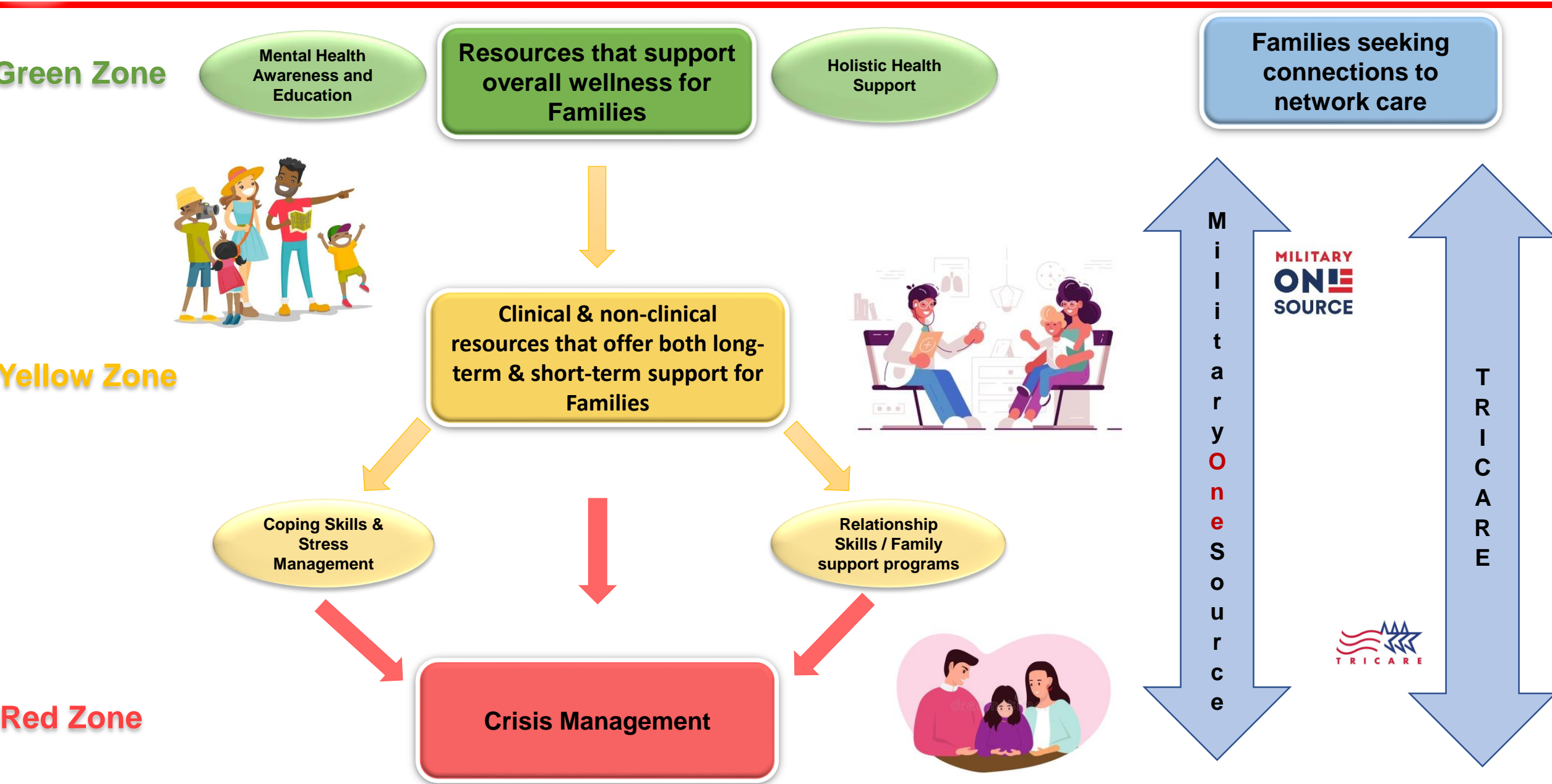
Military OneSource

TRICARE



**Red Zone**

Crisis Management





# Green Zone Resources

These resources are available to increase overall wellness of the family. These programs focus on family support, stress management, wellness education, and social networking. These resources are non-clinical.

## New Parent Support Program

(785) 239-9435

7264 Normandy Dr. Fort Riley, KS 66442

## Family Advocacy Program

(785) 239-9435

7264 Normandy Dr. Fort Riley, KS 66442

## Child and Youth Services

(785) 239-9885

6620 Normandy Dr. Fort Riley, KS 66442

## Boys & Girls Club

(785) 717-4900

300 W. 9<sup>th</sup> St. JC, KS, 66441

## PRIDE Haven

(816) 931-0602

300 W. 9<sup>th</sup> St. JC, KS, 66441

Army  
Community  
Service



Tele-health  
options



Army  
Wellness  
Center

## MilitaryOneSource

(800) 342-9647

[www.militaryonesource.mil](http://www.militaryonesource.mil)

## Army Wellness Center

(785) 239-9355

7285 Normandy Dr. Fort Riley, KS 66442

## Holistic Health and Fitness

(602) 885-5603

[www.militaryonesource.mil](http://www.militaryonesource.mil)

## R2 Performance Center

(785) 239-8835

7285 Normandy Dr. Fort Riley, KS 66442

Off-Post





# Yellow Zone Resources



**Clinical and non-clinical resources that offer both long-term and short-term support for Families. These resources focus on stress management, coping skills, relationship skills, and Family support programs.**

## Family Medicine

(785) 239-3627

650 Huebner Rd. Fort Riley, KS 66442

## Multi-Disciplinary Team

(785) 239-3627

650 Huebner Rd. Fort Riley, KS 66442

## Substance Use Disorder Clinic

(785) 239-3627

650 Huebner Rd. Fort Riley, KS 66442

## Child & family Behavioral Health

(785) 239-3627

650 Huebner Rd. Fort Riley, KS 66442

## Family Advocacy Program

(785) 239-3627

650 Huebner Rd. Fort Riley, KS 66442



**IACH  
Services**



**Other  
On-post  
Services**

## Chaplain Help Line

(785) 239-4357

[www.militaryonesource.mil](http://www.militaryonesource.mil)

## Soldier Family Assistance Center

(785) 762-8430

674 Warrior Rd. Fort Riley, KS 66442

## Military and Family Life Counselors

(785) 239-1883

After hours: (785) 239-4357

## Family Care Center

(785) 762-4210

132 N. Eisenhower Dr. JC, KS 66441

## K-State Family Center

(785) 532-6984

1405 Campus Rd. Manhattan, KS 66506



**FLINT HILLS  
resources®**

**Off-post**



# Red Zone Resources



These resources offer Families immediate care options for Crisis management.

## IACH Emergency Room

(785) 239-7777

650 Huebner Rd. Fort Riley, KS 66442

## The Crisis Center

JC: (785) 762-5445

Manhattan: (785) 539-2785

## Military Police

(785) 239-6767

219 Custer Ave. Fort Riley, KS 66442

## JC Crisis Pregnancy Center

(785) 579-5799

823 N. Washington St. JC, KS 66441



**Emergency  
Response**



**Help Lines**

## MilitaryOneSource

(800) 342-9647

[www.militaryonesource.mil](http://www.militaryonesource.mil)

## Military Crisis Line

(800) 273-8255

[www.militaryonesource.mil](http://www.militaryonesource.mil)

## Chaplain Help Line

(785) 239-4357

## Suicide & Crisis Hotline

(800) 273-8255

## Safe Help Line

(877) 995-5247

[www.safehelpline.org](http://www.safehelpline.org)



# Family Care Process



## Primary Care Manager

### What is a PCM?

<https://www.tricare.mil/FindDoctor/ChangePCM>

- Can be a military or civilian provider
- Accept copayment and will file claims
- Patient education and counseling
- Treats adults and children

### What does a PCM do?

<https://irwin.tricare.mil/Health-Services/Primary-Care>

- Routine Care
- Non-emergency / Urgent care
- Potential referrals for services outside of Ft. Riley
- Helps to decide what pathway of care you would like to take

### Can I change my PCM?

<https://www.tricare.mil/FindDoctor/ChangePCM>

- Depends on TRICARE Plan and availability
- Request a change through **Beneficiary Web Enrollment**:  
<https://www.tricare.mil/Plans/Eligibility/DEERS/BWE>

## Irwin Army Community Hospital

### MHS Genesis Website

<https://www.health.mil/Military-Health-Topics/MHS-Transformation/MHS-GENESIS>

- Electronic Health Record
- Patient Portal
- Appointments
- 24/7 access

### IACH Website

<https://irwin.tricare.mil/>

- Patient Resources
- Clinic Information
- Appointments: **(785) 239-DOCS**
- Lists all health services IACH provides to Families
- Referral information

### IACH Facebook

<https://www.facebook.com/IrwinArmyCommunityHospital/>

- Posts about upcoming events
- Helpful information
- Informational videos
- Posts about ongoing services

## Other Resources on Fort Riley

### Military and Family Life Counselor

<https://www.health.mil/Military-Health-Topics/MHS-Transformation/MHS-GENESIS>

- **(785) 239-1883**
- Non-clinical counseling
- Counseling for adults and children
- Confidential

### Army Community Service

<https://home.army.mil/riley/index.php/about/dir-staff/dhr/acs>

- **(785) 239-9435**
- 10+ programs for Families
- Survivor Outreach Services
- Financial Readiness Program
- Soldier and Family Assistance Center
- Guides for Families

### Army Wellness Center

<https://riley.armymwr.com/programs/victory-wellness/physical-strength>

- **(785) 239-9335**
- Holistic wellness
- Stress management skills
- Nutrition



# Connect to Your Best MilLife

## You Can Expect:

- Worldwide access 24/7/365
- Free and confidential support
- Objective and experienced experts
- Current and practical information and tools
- A commitment to help service members and military families thrive



**Toll-free telephone  
800-342-9647**



**www.MilitaryOneSource.mil  
with live chat**



**www.MilitaryOneSource.mil**



**Interaction with  
trained professionals**

## Mobile Resilience Tools



### MoodHacker

Don't let stress rule your life. This self-management tool helps you track, understand and improve your mood.



### CoachHub

Personal online coaches help you meet your stress management goals and stay on track with online support.



### Love Every Day

Rekindle the romance. Text messages encourage couples to connect in a fun and meaningful way for a few minutes a day for 21 days.





TRICARE FOR LIFE

PRIME REMOTE

PRIME REMOTE OVERSEAS

PRIME

SELECT

SELECT OVERSEAS

## What is TRICARE?

TRICARE is the uniformed services health care program for active duty service members (ADSMs), active duty family members (ADFMs), National Guard and Reserve members and their family members, retirees and retiree family members, survivors, and certain former spouses worldwide.

TRICARE brings together the health care resources of the Military Health System—such as military hospitals and clinics—with a network of civilian health care professionals, institutions, pharmacies, and suppliers to foster, protect, sustain, and restore health for those entrusted to their care.

## Nurse Advice Line

If it's after hours or you're not sure if you need to see a doctor, call TRICARE's [Nurse Advice Line](#) 24/7. Call 1-800-TRICARE (874-2273)—Option 1 to talk to a registered nurse who can:

- Answer your urgent care questions
- Give you health care advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

The Nurse Advice Line is available to all TRICARE beneficiaries in the U.S. except those enrolled in the US Family Health Plan. Beneficiaries who live overseas can call the Nurse Advice Line for health care advice when traveling in the U.S., but must coordinate care with their [Overseas Regional Call Center](#).



## Electronic Health Record: MHS GENESIS

### About MHS GENESIS

MHS GENESIS is the Military Health System's new electronic health record. When fully deployed, MHS GENESIS will provide a single health record for service members, veterans, and their families. Visit our [interactive Genesis of MHS GENESIS timeline](#) to learn more about the development of MHS GENESIS and its deployment across the MHS.

### About the MHS GENESIS Patient Portal

The MHS GENESIS Patient Portal is a secure website for 24/7 access to your health information, including managing appointments and exchanging messages with your care team. The new patient portal is launching at sites as MHS GENESIS deploys, replacing the TRICARE Online Secure Patient Portal.

## How to Contact Tricare

TRICARE West  
[Health Net \(West Region Contractor\)](#)

West: 1-844-866-9378

MILITARY HEALTH SYSTEM  
**MHS GENESIS**

Need help with the  
MHS GENESIS Patient Portal?

Please call  
1-800-538-9552



For help with DS Logon, visit: <https://milconnect.dmdc.osd.mil>