

# Military OneSource

## Frequently asked questions and answers

**Evernorth® Behavioral Health (Evernorth) is proud to be the provider partner of choice for the U.S. Department of Defense's (DOD) Military OneSource program. This document is designed to help Evernorth Behavioral Health's (Evernorth's) provider community with information and frequently asked questions regarding the Military OneSource program.**

### About Military OneSource

Military OneSource is a DOD program that provides resources, support, and information to military service members, their families, and eligible civilians. It aims to enhance the well-being of individuals by supporting them with a broad array of resources, including coaching, financial guidance, educational resources, and more.

- + One component of the Military OneSource program is non-medical counseling which offers participants twelve non-medical counseling sessions with a licensed provider at no cost to the participant.

### How is non-medical counseling for Military OneSource participants different from other counseling appointments for Evernorth patients?

- + Military OneSource counseling sessions are separate from a participant's behavioral health benefit plan, and no copayment is required. Participants are approved for twelve non-medical counseling sessions.
- + Topics in-scope for non-medical counseling are similar to the kinds of issues addressed with employee assistance program counseling sessions, such as loss and grief, marital and relationship concerns, and better ways to manage stress. Prior to rendering services, providers must complete mandatory training and meet additional requirements for program participation.
- + Participants will not outreach providers directly for an appointment. Instead, participants contact Military OneSource and a Triage Consultant will find and connect the participant with a provider. Providers must be able to see the participants within three business days, unless otherwise requested by participant.
- + Due to the program's security requirements, all documentation of Military OneSource participant services may only be entered into the approved U.S. government system.

#### Primary Points of Contact

**Military OneSource Triage Consultant**  
Available 24/7 for all questions regarding program participants  
**Call: 800.342.9647**

**Evernorth Provider Relations**  
Email: [NetworkHelp@evernorth.com](mailto:NetworkHelp@evernorth.com)

**Security Screening Help**  
Email: [EvernorthSecurity@evernorth.com](mailto:EvernorthSecurity@evernorth.com)

- **eAPP help**  
Email: [persec@asmresearch.com](mailto:persec@asmresearch.com)

- **Fieldprint help**  
Call 877.614.4364 or  
Email: [customerservice@fieldprint.com](mailto:customerservice@fieldprint.com)

### What issues are out-of-scope for Military OneSource counseling services?

Non-medical counseling will help Participants access support systems and community resources. It does not provide diagnoses or treat diagnosed mental health conditions. Additional issues not in scope for non-medical counseling services include, but are not limited to:

- + Clear and present danger of harm to self or others.
- + Treatment for Diagnostic and Statistical Manual of Mental Disorders (DSM) diagnoses or symptoms other than those identified with a Z-code.
- + Issues that require long-term counseling for resolution.
- + Domestic violence, sexual assault, and child abuse.

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## Provider participation requirements

### Contracting and credentialing

A provider must be contracted and credentialed with Evernorth to participate in the Military OneSource network.

- + If you are not currently contracted or credentialed with Evernorth and interested in joining the Military OneSource network, please complete an application to [Join the Network](#) and use recruitment code **US925** when completing your application.

### Individual providers

Beginning November 1, 2025, existing Evernorth providers may be eligible to participate with the Military OneSource program after completion of additional training and background investigation requirements. Providers who are currently credentialed and have a contract with Evernorth will need to sign and complete an amendment to their current agreement.

- + If you are an existing Evernorth provider and interested in joining the Military OneSource network, please email [NetworkHelp@evernorth.com](mailto:NetworkHelp@evernorth.com).

### Clinics

Clinic participation with Military OneSource requires an Amendment to your existing Evernorth Provider Agreement, although participation is at the individual (clinician) level. Therefore, each clinician interested in Military OneSource participation must meet the program and training requirements.

### **Can a clinician under supervision participate in the Military OneSource program?**

No. Military OneSource program is for direct care and does not allow for supervisor (or supervisee) protocols.

## Security screening and training

In addition to being a credentialed Evernorth provider, participation with Military OneSource has additional screening, training, and administrative responsibilities, prior to rendering services. These include but are not limited to:

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| + Holding United States citizenship   | + Ongoing training related to military cultural competency and sensitivity*  |
| + Speak fluent English  | + Federal Government training on cyber security, safeguarding personally identifiable information (PII), and controlled unclassified information (CUI)*                          |
| + Credentialing review completed by Evernorth within the last year (please ensure your CAQH profile is up to date)          | + Military OneSource administrative training on provider participation requirements, scope of services, documentation standards, claim submission and reimbursement information* |
| + Completing a Tier 1 background investigation, fingerprinting, and additional Federal and State forms as requested by DOD* |  |
| + Training on the branches of the U.S. military   |  |

\*These services are offered at no cost to providers participating in the Military OneSource network.

### **What is a Tier 1 background investigation?**

A Tier 1 background investigation is the most basic level of background investigation for U.S. government employees and contractors (essentially determining suitability to work for the government). It is not a security clearance.

- + Tier 1 background investigations may take up to six months to complete. However, providers are eligible to begin serving Military OneSource participants upon receiving provisional access. Providers will be notified via email when provisional access has been granted.

### **How do providers access the required trainings?**

Providers are required to complete training before joining the network, and then annually in accordance with the Military OneSource contract. Providers will be sent more information, including how to access the trainings, after accepting program participation. Please note that all required trainings are offered at no cost to existing network providers.

- + If you completed the training modules with another health plan in the past, you need to repeat them with Evernorth. Military OneSource requires that providers complete the training and meet current program requirements at the time of joining the new network and at each required interval going forward.

## Seeing participants

Participants will contact Military OneSource directly to request face-to-face, telephonic, chat, or online non-medical counseling. A Military OneSource Triage Consultant will determine if the request is within the scope of the program. If in scope, the Triage Consultant will assess the participant's needs and preferences and find a provider that matches.

- + The provider must offer appointments within three business days for routine referrals. The Participant can decide to go beyond three business days, if they have been offered that option.

### **What if a participant cannot accept an appointment that is offered within the required three business day timeframe?**

It is acceptable if an appointment is offered within the three-business day timeframe, but the participant elects a later date that the provider mutually agrees on.

- + The provider should contact Military OneSource if a mutually agreeable time cannot be arranged. There is no reimbursement from either Military OneSource or the Program Participant for missed appointments.

### **What if there are no appointments available within three business days?**

Providers should explain this to the participant, adding that there is an appointment available at a later date. However, if one is needed sooner, providers should contact Military OneSource to arrange for an appointment with another participating provider who can see them at an earlier date. If the participant does request an earlier appointment, providers will be asked to notify Military OneSource immediately to allow a search to begin without delay for an appointment with another provider.

- + Please note that if a provider anticipates not being able to regularly provide appointments within three business days, it's important to contact Evernorth to update appointment availability.

### **Can a participant see a provider of their own choice through their insurance plan (a non-participating Military OneSource provider)?**

Yes. Participants can choose which provider to see but cannot continue with the same counselor they have seen for non-medical counseling through the Military OneSource program.

- + The Military One Source program specifically prohibits the same provider that rendered treatment under the program to render treatment under the participant's benefit plan.

## Documentation

Due to the security purposes, all documentation of Participant services, diagnoses, care plans, and any other case notes may only be entered into the approved U.S. government system (called the Secondary Data System [SDS]). Documentation in any other personal record keeping or application is strictly prohibited.



**For more information, consult the Military OneSource Administrative Guidelines.**