

# *in*Transition

CONNECTING • COACHING • EMPOWERING



The DoD *inTransition* program is a voluntary and confidential program designed to ensure support to active duty service members, National Guard members, and reservists with psychological health needs as they move between health care systems.



*inTransition* bridges potential gaps during a service member's transition to a new medical care facility, a new geographic location or into a new health care system.

## inTRANSITION PROVIDES

- Assistance with referrals and follow-up with new providers to ensure effective continuity of care for service members, National Guard members, and reservists
- Information for service members about their mental health care and how to successfully change providers at the time of transfer or discharge
- A designated Transitional Support Coach, available by phone, who is a master's-level, licensed behavioral health clinician
- Support for service member's mental health and wellness through the coach's use of motivational interviewing, readiness and action planning to identify and address challenges
- Information about local community resources, support groups, healthy lifestyle options, benefit enrollment and other health resources
- Toll-free program access and additional program information at [pdhealth.mil/intransition](https://pdhealth.mil/intransition)

The ability to connect with *inTransition* by phone or e-mail makes the program readily available to service members regardless of where they are located.

Service members with any category of discharge qualify to use the *inTransition* program.

## HOW DOES IT WORK?

All service members leaving military service who have received care for mental health within one year of their separations will be automatically enrolled in the *inTransition* program, and may decline participation at any time.

The most effective and efficient enrollment method is for providers to call the *inTransition* program to initiate intake procedures during the last treatment encounter with the service member.

In the absence of direct enrollment facilitated by a DoD provider, DoD will provide service member names and contact information to the *inTransition* program for the purpose of making contact via phone call to complete program enrollment. Service members may accept services or opt out of the program during this intake phone call.

*\* The inTransition program does not receive a patient's medical record or store any protected health information.*

For more information about the program, ask your provider, visit [pdhealth.mil/intransition](https://pdhealth.mil/intransition) or call:

**800-424-7877** Inside the U.S.

**800-424-4685** Outside the U.S. toll-free

**314-387-4700** Outside the U.S. collect





# PROVIDERS

Let us help make their transition easier.

Transitions in military service can be challenging. Any transition — be it a call to active duty, relocation or other events — can take its toll. If a service member is presented with such a transition challenge while in mental health treatment, he or she may need extra support. Get your military patients the resources they need through the *inTransition* program.

Referrals only take a few minutes; you will be asked to provide the following essential information to *inTransition*:

- Service member's name
- Complete contact information (home/cell number and email address)
- Service member's destination or discharge status (e.g. permanent change of station destination, discharge from active duty, etc.)
- Mental health diagnosis or condition(s) under treatment

Visit our website to learn more about the program and enrollment at [pdhealth.mil/intransition](https://pdhealth.mil/intransition).



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