

# Military One Source Administrative Guidelines

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**EVERNORTH**  
HEALTH SERVICES

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## Section 1: Military OneSource Program Overview

### Welcome

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. Your participation in the Military OneSource network will bring critical non-medical counseling services to military service members, their families, and eligible civilians. We are pleased to welcome you to this network.

These Administrative Guidelines are designed to assist you in working with us and supplements your participating provider agreement with Evernorth. This document includes valuable information specific to the Military OneSource program.

### Program description

Military OneSource is a DOD program that offers a first-line response to confidential prevention, triage, and short-term counseling services. 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 ("Program") is non-medical counseling which offers participants ("Participants") 12 non-medical counseling sessions (one session per day, per Participant) with a licensed provider at no cost to the Participant.

### Participant eligibility

The Program is available to all active-duty military service members, National Guard and reserves, recently separated service members, military families and survivors, and eligible civilians. Specifically:

- Active-duty members of the military, as defined by DOD Directive (DODD) 5100.01, and their immediate family, which includes spouses as defined by 1 United States Code (U.S.C.) Section 7, children, and anyone who has legal responsibility for a service member's children or dependent parent during deployment or separation.
- Members of any of the DOD Guard or Reserve components, including the Selected Reserve and Standby Reserve, and those defined by 1 U.S.C. Section 7.
- Members of the U.S. Coast Guard as members of the Department of Homeland Security (DHS), when on active duty, or activated reserve personnel deployed or mobilized under the Title 10 authority of the DOD and their immediate family, which includes spouses as defined by 1 U.S.C. Section 7, children, and anyone who has legal responsibility for a service member's children or dependent parent during deployment or separation.
- DOD expeditionary civilians during the 90-days prior to deployment and 180 days post deployment and their immediate family, which includes spouses as defined by 1 U.S.C. Section 7, children, and anyone who has legal responsibility for a DOD expeditionary civilian's children or dependent parent during deployment or separation.
- Survivors of deceased service members, regardless of the cause of death. Eligibility applies to survivors of Active Duty, Guard, and Reserve service members regardless of activation status. Survivors include un-remarried surviving spouses as defined by 1 U.S.C. Section 7, children, and anyone who has legal responsibility for a service member's children or dependent parent during deployment or separation.
- Military academy cadets enrolled in one of the service academies for the Army, Navy, Coast Guard, or Air Force.
- Retired and discharged service members and their immediate family, as well as Coast Guard veterans and their immediate family, who received an honorable discharge. These individuals are eligible from the date of separation until 365 days past the end of tour of service, retirement date, or discharge date.

### Provider participation requirements

To participate in the Military OneSource network, a provider must be contracted and credentialed with Evernorth. Existing providers must opt-in/amend their current provider agreement with Evernorth to join the Military OneSource network.

Providers must be licensed in the state or U.S. territory (excluding Guam) in which the participant is receiving services. This includes the continental U.S. (CONUS), the District of Columbia, Alaska, Hawaii and the U.S. territories of Puerto Rico and the U.S. Virgin Islands. If the participant is receiving telephonic or online counseling while located OCONUS (excluding Alaska, Hawaii, Puerto Rico or the U.S. Virgin Islands) or in the U.S. territory of Guam, the Military OneSource counselor may be licensed in any state.

Participation with Military OneSource has additional screening, training, and administrative responsibilities, prior to rendering services. These include but are not limited to:

#### Minimum requirements

- Must be a U.S. citizen
- Must be fluent in English
- Must have completed a credentialing review by Evernorth within the past 12 months (please ensure your CAQH profile is current)

#### Background investigation\*

- All providers will be required to complete the Declaration for Federal Employment Form OF-306 . This form is used in the federal hiring process to gather personal, background, and military service information to determine an applicant's suitability for federal employment.
- All providers are required to submit to a Tier 1 background investigation, the most basic level of background investigation for U.S. government employees and contractors. 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 interim approval has been granted.
- State-level background checks are also required for all providers working with children ages 13-17, subject to state-specific requirements.
- Fingerprinting and completion of additional federal and state documentation as requested by DOD.

Providers seeking to participate or participating in the Military OneSource network authorizes Evernorth and its representatives to obtain, provide, and act on the results of the background investigation and/or criminal history record in accordance with the Program requirements. Providers waive all legal claims against Evernorth, its representatives, and any third party for providing, obtaining or acting on such information, to the fullest extent permitted by law.

#### Training\*

If you are/were a Military OneSource provider through another health plan, all training will need to be completed again to join the Military OneSource network with Evernorth. This includes but is not limited to training on:

- Branches of the US military
- Military cultural competency and sensitivity
- Cyber security, safeguarding personally identifiable information (PII), and controlled unclassified information (CUI)
- Military OneSource systems and forms, scope of services, and documentation requirements

#### Administrative

- Appointments must be offered within three business days for routine Military OneSource referrals, unless otherwise requested by the Participant.

\*There are no costs associated with these requirements for providers seeking participation in the Military OneSource network.

## Section 2: Guidelines for Providers

### Scope of services

Military OneSource counseling is short term and solution-focused, intended to help Participants develop strategies and build on their strengths to address a variety of issues, such as:

- Academic or occupational problems
- Adjustment
- Anger management
- Communication
- Coping skills
- Deployment
- Grief and loss
- Interpersonal skills
- Parenting skills
- Reintegration of life skills
- Separation
- Stress

Non-medical counseling can 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.

### Age guidelines/Populations served

Type of Session	Guidelines
Individual session	Ages 18 and up
Couples session	Ages 18 and up
Family session - Children 6-17	Children 6-17 can only be seen with a parent/guardian present

### Non-medical counseling for children

- Children ages 6–17 may participate in family non-medical counseling.
- Children under age 18 must have verbal consent from their parent or guardian, obtained during the first session.

### Places of service

A key feature of the Program is its commitment to making care accessible to Participants in their preferred setting.

For virtual counseling, Military OneSource offers a secure web-based platform using Zoom for Government. Providers will have a Zoomgov.com account and must use this platform for all\* virtual care services rendered to Program Participants. Utilization of this account will be monitored and should not be used for purposes other than providing virtual non-medical counseling to Program Participants. Once providers are approved to see Participants, detailed information regarding Zoom for Government will be shared.

Military OneSource counseling services are available through four delivery options:

1. In person: Face-to-face confidential counseling in an office setting with a counselor located in the local community.
2. Telephone: Confidential telephonic counseling can benefit service members and their families who are unable to attend in-person counseling sessions because they are overseas or due to other circumstances.
3. Secure online chat: Online counseling via secure chat involves a real-time conversation between you and the Participant using instant messaging via Zoomgov.com.
4. Secure video sessions: Secure virtual counseling sessions between you and the Participant(s) are facilitated using Zoomgov.com.

\*Zoomgov.com must be used for all counseling sessions conducted via chat and video. For telephonic sessions, providers must use Zoomgov.com for Program Participants located outside of a U.S. state or territory and can use their standard process for Participants located within the U.S. and territories (Puerto Rico, U.S. Virgin Islands, Guam).

## Section 3: Getting started

### Participant Access

An eligible Program Participant 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 Triage Consultant will also confirm that the Participant is eligible for services (see "Eligible Participants" in Section 1) and open a case for the Participant.

The Triage Consultant will then attempt to connect the Participant with the provider to schedule an appointment.

### Referral process

A Military OneSource Triage Consultant will assist Participants in scheduling an appointment with a network-participating provider.

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.

- Triage Consultants will leave a voicemail on a provider's phone line only if the line is designated as confidential. Please ensure your outbound recording clearly states whether the line is confidential.
- If the Triage Consultant must leave a voicemail message and request a call back to the Participant, the provider must make the call back within 24 hours and offer an appointment within three business days.

Appointments should be available during regular business hours, and evenings and weekends. Providers are not expected to offer appointments 24 hours a day, 365 days a year. If it is at the request of the Participant, an appointment may be scheduled at a time which exceeds three business days.

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.

### Scheduling appointments

[PROVIDER.EVERNORTH.COM](https://PROVIDER.EVERNORTH.COM)

Providers should contact the Participant using their preferred method (telephone, video, or chat) for appointments following the initial visit.

If the Participant was reached:

- Introduce yourself
- Verify the Participant's location to ensure you are licensed in that State
- Verify eligibility
- Verify HIPAA by validating the Participant's name, phone number, and email address
- Confirm scope
  - The Military OneSource Triage Consultant should have already confirmed that the Participant's issue is in scope of non-medical counseling, but it is best practice to confirm again with your Participant. If you determine the issue is out-of-scope, contact Military OneSource at 800.342.9647.

It is important to only document minimal information in your scheduling system. The only things that you are permitted to document in your scheduling system are:

- Participant name
- Participant phone number
- Participant email address
- the eCMS case number (that you will be provided by the Military OneSource Triage Consultant)
- Session number (Participants are eligible to receive up to twelve counseling sessions per issue)
- Zoomgov.com link, if applicable
- Note your permission to leave a voicemail or send an email to the Participant

If the Participant was not reached:

Providers can only leave a voicemail or send an email if the Participant has provided their permission to do so. The Military OneSource Triage Consultant should provide you this information when they leave messages on your confidential voicemail.

- If permitted, leave a HIPAA-compliant voice message, with limited personal information, and request a call back.
- Make three outreach attempts.

### **Additional Participant resources**

Military OneSource Triage Consultants will conduct a brief assessment to determine if non-medical counseling services are appropriate. However, there may be times when other needs have been identified by the Participant during a counseling session, such as:

- Additional Z codes/issues have been identified
- Participant requests services for family members
- Services beyond counseling has been identified

In these situations, you should connect the Participant with the Military OneSource Triage Consultant (800.342.9647) for assistance with additional services. If there are topics that are in scope for non-medical counseling, you can continue to render services to the Participant within their 12 allotted sessions.

### **Prohibited referrals**

Military OneSource Providers should not refer Participants to other resources if additional help is needed. Participants and providers should work with the Military OneSource Triage Consultant for assistance in obtaining referrals, additional services, or resources.

It is imperative that services provided do not extend beyond the scope of the Program. While the assessment by Military OneSource Triage Consultants will determine that a request for non-medical care through the Program is in scope, further information disclosed during non-medical counseling sessions may uncover the need for clinical mental health treatment of a previously undisclosed or unidentified mental health condition. Military OneSource is available to assist with these referrals upon request.

In addition, it is strictly prohibited for a provider to advertise or promote that they participate in the Military OneSource network.

*Note: TRICARE referrals may be accepted as long as the provider has not already provided services for the Participant under the Military OneSource program. The Program specifically prohibits the same provider that rendered treatment under the Program to render treatment under the individual's benefit plan (TRICARE).*

## Coordination of other services

Upon determination that other support services would be beneficial, a Military OneSource network-participating provider should refer a Program Participant back to Military OneSource to obtain resources and information related to:

- Adoption
- Childcare
- Community resources
- Document Translation
- Eldercare
- Education
- Financial issues
- Health and wellness coaching
- Language Interpretation
- New military parent support
- Peer-to-peer support
- Relocation
- Special needs services for children and adults
- Spouse education and career counseling
- Spouse relocation and transition opportunities
- Tax support services
- Transition to civilian life
- Wounded warrior support

## 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.

Within the SDS, providers will have access to a Case Activity Report (CAR) Form.

### CAR Form

The CAR Form is a critical form that must be used to document case notes from each Participant session, including when a Participant has a scheduled appointment but does not show.

- Case note summaries are meant to be brief and general, and should outline what occurred during each session related to the Participant's progress toward established goals. Appropriate Z-codes for each session should be included.

**In addition to using the CAR Form for all Participant case notes, the CAR Form also serves as a source for reimbursement.**

- To ensure payment, all required fields of the CAR Form must be complete.

**The CAR Form must be submitted within three calendar days of each Participant date of service or expected date of service (in case of a Participant no-show).**

- Once you submit a CAR Form into the SDS, you will not be able to see your prior notes.
- Evernorth cannot accept Case Activity Reports from clearinghouses. They must be submitted directly to Military OneSource via the SDS.

## Reimbursement

Providers will be reimbursed in accordance with their contractual agreement for each 50-minute session.

- Providers must not exceed 12 sessions (one session per day, per Participant) authorized for a Program Participant.

## Timely filing

The CAR Form must be submitted within three calendar days of each Participant session. If the Form is not received within this time frame, reimbursement may be delayed or denied. Providers will be paid within 30 days from the date the Form is received.

Payment is facilitated by the accurate and full completion of the CAR Form. If each field within the Form is not filled out completely it will be returned to you and must be resubmitted within three calendar days. If a fully completed Form is not received within 25 days (regardless of the number of attempts), the claim will be denied. For assistance with claim issues a provider may contact [NetworkHelp@Evernorth.com](mailto:NetworkHelp@Evernorth.com).

## Billing for missed appointments/no show policy

Evernorth does not reimburse Military OneSource network-participating providers for missed or canceled appointments. A Program Participant cannot be billed for a missed or canceled appointment.

- If a Participant does not show at the scheduled appointment time, call the Participant and leave a HIPAA-compliant voicemail, requesting a return call.
- The provider will make a total of 3 outreach attempts within 3 business days, documenting each attempt within the CAR Form. If the Participant contacts the provider after 30 days of inactivity, then a Military OneSource Triage Consultant should be contacted to determine participant eligibility and case status (open or closed).

## Section 4: Provider responsibilities to the Participant

### Informed consent

Informed consent information must be provided to the Participant and documented in the first counseling session. In subsequent sessions, informed consent can be stated as needed.

- You must read the informed consent script below and document that it was verbally delivered to the Participant/Participant's parent or legal guardian.

"Please be advised that the information you provide to me, or other counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and Department of Defense or military regulations. Harm to self or others includes suicidal thoughts or intent, a desire to harm oneself, domestic violence, child abuse or neglect, and violence against any person including sexual assault involving service members and neglect and any present or future illegal activity."

### Parental consent

Parental consent must be provided by the parent or legal guardian verbally during the first counseling session when seeing a Participant under the age of 18.

### Adverse events, duty to warn, and mandated reporting

**Adverse events** include a range of events and situations that may cause harm or injury to a Participant or third party or have the potential to reflect negatively on the Program, including but not limited to:

- Suicide

- Homicide
- Serious harm or injury
- Breach of confidentiality or privacy
- Any other event or situation that may reflect negatively on the Military OneSource program.

**Duty to warn** generally refers to the legal obligation to act immediately when a participant expresses suicidal thoughts/intent, threats of harm to self or others, or discloses abuse or illegal activity.

**Mandated reporting** generally refers to the legal requirement to report suspected abuse, neglect, violence, sexual assault, or domestic violence, and safety threats.

Providers shall follow applicable laws and licensing standards with regard to Mandated Reporting and Duty to Warn. Reporting requirements shall be followed in accordance with established military, federal, and state requirements and regulations by contacting a Military OneSource Triage Consultant at 800.342.9647.

Once providers are approved to see Participants, detailed information, including reportable scenarios and escalation guidance, will be shared.

### Confidentiality and release of records

Participant records are confidential in accordance with federal, state, and county laws. DOD regulations and requirements also apply, without limitation, including those applicable to the privacy and confidentiality of PII. Providers should not store Participant records and therefore, are not responsible for releasing records. If a Participant requests their records from a provider, the provider shall direct the Participant to a Military OneSource Triage Consultant (800.342.9647).

### Complaints and grievances

It is the practice of Military OneSource to make available a complaint resolution process for both Program Participants and Military OneSource network-participating providers. If a Participant complains to Evernorth about some aspect of care, the provider is required to participate in the Evernorth complaint resolution process.

An Evernorth Provider Relations Representative will outreach the provider via telephone or email to address the concern. Once the concern has been discussed, the Provider Relations Representative will either inform the provider that the concern has been closed or further action is needed to resolve the issue. In this instance, the action will be outlined in a written communication. If, for any reason, the concern is not addressed in a timely manner or resolved, the Provider Relations Representative may take further action as outlined the provider Agreement.

## Section 5: Provider administrative responsibilities

### Recredentialing

In compliance with Program requirements, Evernorth will recredential Military OneSource participating providers annually. The recredentialing process includes, but is not limited to:

- Verification of current state licensure or certification.
- Verification of current individual malpractice liability insurance, including limits, effective dates, and provider name.
- Disclosure of any pending legal, administrative, or licensure actions not previously reported.

- Completion and verification of annual training requirements.

Delegated clinics must ensure annual recredentialing of affiliated clinicians, including the above requirements.

### Provider information updates

Evernorth wants to ensure we have the most recent, accurate, and complete information regarding our participating providers. In addition to responding to verification outreaches, it is your responsibility to submit prompt notification of any changes (including the effective dates) related to your profile. Please visit [Health Care Provider Directory Changes](#) on the Provider.Evernorth.com website and follow the directions to update the following:

- Name
- Degree/license
- Specialty
- Taxpayer Identification Number(s)
- National Provider Identifier(s)
- Clinic or facility affiliation
- Address
- Telephone number
- Email address
- Accepting new patients (Y/N)

### Availability

As a Military OneSource provider, you must notify Military OneSource immediately by telephone about any situation where you are unable to maintain a case.

In addition, you must notify Evernorth at [NetworkHelp@Evernorth.com](mailto:NetworkHelp@Evernorth.com) if you are unable to accept new Military OneSource patients. This is needed to avoid inappropriate referrals and unnecessary delays in care for Program Participants.

### Open and closed case definitions

Cases may remain open for 30 days after the last contact with the Program Participant if no other follow-up is planned.

### Retaining records

Military OneSource providers are prohibited from retaining any case records. Documentation of services, diagnosis, care plan, and any other case notes may only be entered into the CAR Form submitted via SDS.

- For in person or video sessions, the provider must request to view the Program Participant's military identification card as part of the verification process. However, it is prohibited to copy or scan this card.
  - If the Participant forgets their military identification card, a verbal attestation can be used for that session. The provider will request the Participant bring their military identification card to their next scheduled session.
  - If the Participant forgets their military ID card again, the provider can receive and document a verbal attestation. Continue to remind the Participant to bring their military identification card to their next scheduled session.
- For chat or telephonic sessions, the provider will request a verbal attestation of eligibility from the Participant.

The provider must explain to the Program Participant that their personal identification will be held in the strictest confidence and will not be shared with military command except for duty to warn/mandated reporting/adverse incidents (See "Informed Consent," under Section 5).

## Terminations

Either Evernorth or a provider may choose to terminate the Military OneSource Amendment.

- If the provider chooses to terminate participation from the Military OneSource network, they must notify Evernorth in writing as specified in the Military OneSource Amendment.
- If Evernorth chooses to terminate a provider from the Military SourceOne network, written notification of the termination, including the effective date, will be given as specified in the Military OneSource Amendment.

## Section 6: Evernorth responsibilities

### Quality Management Program

The Evernorth Military OneSource Quality Management program supports our shared goal of continuous improvement in the quality of care and services delivered to Program Participants.

The Quality Management Program will audit case documentation for completeness, accuracy, and timeliness. If trends are identified that require remediation, participating providers shall comply with requests for follow-up actions as requested. Participating providers shall comply with the requirements of this Quality Management Program.

### Agreement amendments

Evernorth will notify the Military OneSource network-participating provider in writing of any amendments to the Agreement prior to the effective date of the amendment.