

**Military OneSource Program
Policies and Procedures
Attachment 32**

SUBJECT: SCOPE OF NON-MEDICAL COUNSELING Effective Date: 02/14/2012

REFERENCES:

1. DODI 6490.06 Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel and Their Family Members

PURPOSE: To provide direction and guidance on the Scope of Non-Medical Counseling for the Military OneSource (MOS) Program. The Contractor is responsible for ensuring MOS staff and Network providers adhere to the intended scope of practice for MOS Non-Medical Counseling in accordance with DODI 6490.06.

POLICY: MOS provides confidential, non-medical, short term counseling to members of the active force, the National Guard and Reserves, and their families, up to 12 sessions per person, per issue at no cost.

PROCEDURE:

1. Counseling is confidential, with the exception of mandated reporting requirements per state, federal and military laws and regulations. The MOS non-medical counseling providers are mandated to report situations that include harm to self or others, domestic abuse, child abuse or neglect, violence against any person, and any present or future illegal activity.
2. MOS delivers non-medical counseling support with providers off of the installation using a traditional 50 minute counseling session and as follows:
 - **In-person** counseling in an office setting with a provider located within the community
 - **Telephonic** counseling (international telephone numbers are located on the website)
 - **On-line** counseling available worldwide; Accessible 24/7/365 at 800-342-9647 or www.militaryonesource.com.
3. This non-medical support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness. Issues amenable to MOS counseling include, but are not limited to, the following: relocation adjustment, separation, reintegration, relationship issues, parenting skills, communication, relocation, anger management, grief, stress, adjustment, deployment, life skills, coping skills, interpersonal skills, and academic or occupational problems.

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The following diagnosed conditions (V-Codes) are appropriate for MOS non-medical counseling:

1. V15.81 Noncompliance With Treatment
 2. V61.10 Partner Relational Problem
 3. V61.20 Parent-Child Relational Problem
 4. V61.8 Sibling Relational Problem
 5. V61.9 Relational Problem Related to a Mental Disorder or General Medical Condition
 6. V62.2 Occupational Problem
 7. V62.3 Academic Problem
 8. V62.4 Acculturation Problem
 9. V62.81 Relational Problem NOS
 10. V62.82 Bereavement
 11. V62.89 Phase of Life Problem; Religious or Spiritual Problem
 12. V65.2 Malingering
 13. V71.02 Child or Adolescent Antisocial Behavior
 14. V71.09 No Diagnosis on Axis I or II (should always be indicated unless “Other” is selected)
 15. Other The provider shall write in the DSM diagnostic code
4. Issues not amenable to MOS counseling include, but are not limited, to the following: active suicidal or homicidal thoughts or intent or other threats of harm to self or others, Family Advocacy, sexual assault, child abuse/neglect, domestic violence, alcohol and substance abuse, mental health conditions that have required recurring in-patient hospitalizations, someone being prescribed psychoactive medication, someone currently receiving therapy by another practitioner, fitness for duty evaluations and court ordered counseling.
 5. Situations meeting the diagnostic criteria for common mental disorders found in the Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition (DSM-IV) or latest will be referred to military medical mental health care providers, TRICARE, or other providers of professional mental health care. Family members of those diagnosed with a mental disorder may be eligible for non-medical counseling support.
 6. MOS counselors are mandated reporters of duty-to-warn situations. If issues are out of scope for non-medical counseling and the participant is determined to need clinical mental health **counseling, treatment and/or therapy** the Contractor is to provide a warm handoff or referral directly to TRICARE, a Military Treatment Facility (MTF) for Active Duty and their family members, or other providers of mental health care.

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7. If a Participant's issues are initially determined to be in scope and the participant is receiving Non-Medical Counseling in the provider network, and is later determined to need clinical mental health **counseling, treatment and/or therapy**, the network provider and/or the Contractor is to provide a warm handoff or referral directly to TRICARE or the MTF or other providers of mental health care. **MOS Non-medical counselors may NOT self-refer for clinical mental health counseling, treatment and/or therapy. The non-medical counselors or Contractor will not imply or engage in self-promotion to secure clinical referrals from MOS Participants. It is imperative appropriate support services be engaged when working with MOS Participants.**

EXCEPTIONS: There are no exceptions to this policy without Government MOS Program Office written approval.