



Some students prefer to meet with a counselor in the community due to the specific nature of their concerns or if their concerns are best addressed outside of the UCC's brief treatment model. The University Counseling Center would love to be a liaison to help you connect to a therapist in the community. Use this resource to assist you in the process of connecting to a community provider and please call us with any questions along the way at 626-815-2109. We are happy to help!

Steps to Connect with a Provider Off-Campus:

1. Call the providers recommended to you by the UCC
2. Inform the provider of your need, availability to meet, and type of insurance
3. Schedule an intake/first appointment
 - a. Ask questions to see if the provider will match your needs (what is their experience with your concern, what is their view on faith/spirituality, etc.)
 - b. Verify if the provider is able to submit your insurance claim or if you need to, using a "Superbill".
4. After you have your appointment, if it is not a good fit, please call the UCC so we can be of assistance
5. If you are comfortable looking for more referrals on your own:
 - a. You can use **www.psychologytoday.com** to find referrals based on a specific specialty or insurance plan
 - b. If you would like to use your insurance to pay for therapy, call your Member Services line and request referrals for Behavioral Health Counseling (Ask for a Licensed Marriage and Family Therapist, Licensed Clinical Social Worker, or Licensed Psychologist)
 - i. If you have the Anthem Blue Cross Health Plan, go to <https://www.gallagherstudent.com/students/student-home.php?idField=1255>
 - ii. **First Time Users:** Your temporary password is your 9-digit APU Student ID # (be sure to include any zero's at the beginning of your ID and do not include hyphens. i.e. 001234567). Upon your first login, you will be required to reset your password. Instructions to reset your password will be sent to your APU email address. Once reset, you will be able to log in with your **new password**
 - iii. You can do a provider search through website to find a provider close to you
 - iv. <https://www.anthem.com/ca/find-care/>
 - v. Insert zip code for location you need
 - vi. Press, "Behavior Health Professional"

Finding a Mental Health Provider in Your Community

When you search for a mental health provider you will notice there are multiple credentials that fall under that category including: psychiatrists, psychologists, master's level or licensed clinical social workers and marriage and family therapists. All of these therapists provide mental health services, but each has different training, experience, insights, and perspectives to offer. Credentials, experience and education are part of the equation, but a large part of success with therapy is finding someone who you feel comfortable communicating with. Expect that it may take more than one visit to start to build a rapport with your provider, and it is not unusual to talk with several different providers before finding the right fit for you. You get to be a consumer and it is ok to "shop" around to find the right fit!

If you need help at any time connecting to a counselor in the community, please contact the UCC and we would be happy to assist you.

Remember, the steps outlined above can take some time, please continue to care for yourself well while you connect to a counselor.

For more information on mental health support and if you are in crisis:

- If you are in imminent danger, contact 911 or go to your nearest emergency room for assistance.
- If you are in crisis and need to speak with someone right away, please walk over to our office as soon as possible during our operating hours, or call us at **(626) 815-2109**. (Due to COVID-19 restrictions, our office is currently closed to in-person visits.) Please call us with any questions.
- If you are in distress after our operating ours, please call us at (626) 815-2109 and press "2" during the recording to speak with a Mental Health Professional over the phone.
- NAMI National's Information Helpline: (800) 950-NAMI or (800) 950-6264
- National Suicide Prevention Lifeline available 24 hours a day, 7 days a week 1-800-273-TALK (8255)
- Los Angeles County Human Services Hotline: Dial "211" 24 Hours (Bilingual) <http://www.211la.org>