

Referral Checklist for Students

Tips for Calling Your Insurance:

- Have your insurance card (back and front) available when calling
- Call the #800 (or #888) on the back of your insurance card
- Ask for the behavioral health line
- Share that you are looking for “outpatient therapist” referrals
- Ask if referral list is “in network” or “out of network”
- Ask to have referral list emailed to you
- Ask how many sessions are covered for outpatient therapy
- Ask if telehealth sessions are covered for outpatient therapy
- Ask the co-pay amount for outpatient therapy
- Ask if you have a deductible, if the deductible has been met, and if not, how much and how to pay
- If in need of outpatient psychiatry, repeat these questions but ask about a psychiatrist/psychiatric nurse practitioner

Note: some insurance companies will ask if you feel like harming yourself or another person. Answer this how you feel fit but reinforce that you are looking for outpatient therapy referrals.

Tips for Calling Your Primary Care Doctor (PCP):

- Introduce yourself
- Ask to speak with nurse’s line or to leave a detailed message with your PCP
- Share that you are seeking support for outpatient therapy referrals
- Ask if you need to make an appointment with your PCP before receiving referral information
- Ask if the office can email you a list of in-network behavior health/outpatient therapists

*** If hoping to utilize PCP for psychiatric prescription coverage***

- Ask nurse (or in message for PCP ask) if PCP is willing to cover your prescription for the break. If they confirm yes, ask to set up appointment for within first month home from ENC.

When Calling or Emailing an Outpatient Therapist:

- Introduce yourself (full name)
- Ask if the therapist takes your insurance and/or confirm that you received the referral information from your insurance/PCP
- Ask if the therapist is taking new clients
- Ask if sessions are offered via: in person, telehealth, or both (hybrid)
- Ask if a referral from your primary care doctor is needed
- Discuss dates available for counseling
- Discuss sliding scale if: out of network and/or student is paying on own

Additional Tips

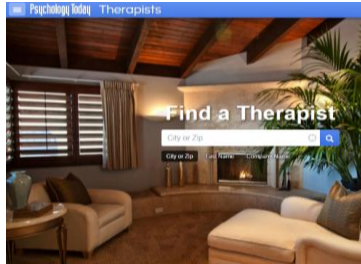
Calling a healthcare office for mental health can, at times, feel stressful and overwhelming. To prepare for the call, have your insurance card nearby as the staff person will want this information. Some other questions an office may ask in the first few minutes of the call:

- ✓ Your Full Name (First and Last)
- ✓ Your Date of Birth
- ✓ Age
- ✓ Where you live (if on campus: Eastern Nazarene College, 23 East Elm Street, Quincy, MA)
- ✓ What services (support) you are seeking: therapy/medication management (psychiatry)
- ✓ Insurance Provider
- ✓ Insurance Member ID #
- ✓ Dates you are available to meet with a staff member

Other Resources for Finding a Therapist

www.psychologytoday.com

- Go to: find a therapist tab
- Search by: insurance, gender, location, etc



www.interface.williamjames.edu

- Call: 888.244.6843 or 617.332.3666

What to Expect When You Call the Helpline

1. Intake

When you call, you will speak with a referral counselor to complete a confidential intake (about 15-20 mins). You will be asked for information, including: email, phone number, your/your child's concerns, insurance, preferences around treatment modality, as well as your available timeframes for appointments.



2. Making/Providing a Match



A referral counselor will be in touch within the first few days to let you know that they are searching for providers. Once a provider match has been identified, a counselor will contact you to give you the provider's name, credentials, location, and phone number.

3. Following Up

After you have received the match(es), your referral counselor will follow up with you within 1-2 weeks to see if you have been able to connect with the provider(s), and if so, how it is going.



4. Closing a Referral

Once there is a successful match, the referral counselor will close the referral process with you. If you need additional support in the future, please know that you can always call the Helpline.