

# Finding Mental Health Resources

## Crisis Services/24 hour Hotlines

National Suicide Prevention Lifeline  
Crisis TEXT LINE  
Trans Lifeline  
Go to your local ER  
Call 911

800-273-8255 (TALK)  
Text “4hope” to 741741  
877-565-8860

## Finding a Psychologist/Therapist/Psychiatrist

### Step 1. Find Your Insurance Card

### Step 2. Call Your Insurance Company

The phone number for your mental health benefits is likely on the back of your card and may be listed under ‘behavioral health services’.

### Step 3. Get Information About Your Benefits

- After dialing the mental health services phone number, you will speak with a representative from your insurance company. They will ask you to verify some information to ensure that you are the individual covered by the insurance plan. When they ask why you are calling you can say, “I want to find out what my benefits will cover for outpatient counseling.”
- Some insurance plans require a payment for each visit you make to a provider. Ask how much you will pay per session; this is called a ‘co-pay’.
- Some insurance plans have an amount that you have to pay out of your pocket first; this is called a “deductible.” Once you pay that amount your insurance company will cover part or all of your visit depending on your coverage.

### Step 4. Find In-Network Providers

- Ask your insurance company for assistance with finding a mental health provider or call your family physician to see if they have good referral sources
- If you are looking for someone to talk with, ask for a list of **in-network clinicians** (Counselors and/or Psychologists).
- If you are looking for someone who can prescribe medication, ask for a list of **in-network Psychiatrists or PCPs**.

- You may also be able to locate this information on your insurance company's website
- Google Mental Health Services and your zip code
- Check on-line resources:
  - American Psychiatry Association: Find a Psychiatrist  
<http://finder.psychiatry.org/>
  - American Psychological Association: Psychologist Locator  
<https://locator.apa.org/>
  - SAMHSA: Behavioral health Treatment Locator  
<https://findtreatment.samhsa.gov/>
  - Psychology Today <https://www.psychologytoday.com/us/therapists>

### **Step 5. Call Providers**

- Start by calling one or two of the providers on the list you were given by your insurance company. You may need to call more than one, if the first provider doesn't return your call within 24-48 hours. If you need a clinician **and** a Psychiatrist, you will need to call people from both lists.
- Providers almost never pick up the phone due to being in session during the day. You will need to leave a message with your name, phone number, and a good time to reach you.
- Be sure to speak clearly and slowly in the message and say your phone number twice.
- When you leave a message or talk to the provider, ask if they are accepting new clients, tell them what kind of insurance you have, and say something about what has been bothering you that has led you to call them.
- Make sure that your voicemail is set-up and able to accept new messages. If a provider is not able to leave a message, you may not know they called. Most providers won't email or text to set-up an initial appointment, so talking to them on the phone is necessary.

### **To find low cost or sliding scale services**

- Check with your local infoline/211 services (google infoline and your county or call 211)
- Google Community Mental Health and your zip code/city
- Use this web site: <http://helpwhenyouneedit.org/>