

How to Find an Off-Campus Mental Health Provider

CAPS Referral Database

uhs.berkeley.edu/capsreferral

The CAPS Referral Database is an online resource that can search for off-campus providers by provider demographics, language, location, insurance, specialties and more. This searchable database contains names of therapists and psychiatrists near the UC Berkeley campus who have expressed interest in working with UC Berkeley students. At any time if you need help with referrals, you are welcome to request an appointment with a CAPS counselor or via the off-campus mental health referral request form (found on the eTang patient portal).

Students may also locate in network providers of their choice by calling the customer service number on the back of their health insurance card; by checking if their health insurance carrier's website may have a provider search feature; or SHIP students can go to the Wellfleet Student webpage (provider-finder.healthcomp.com/provider/search).

Psychology Today (psychologytoday.com) is another resource for locating behavioral health providers.

Please note that CAPS does not endorse any specific provider. Flip over this page for a few tips on scheduling an appointment with someone who might be right for you.

Frequently Asked Questions

1. Why am I being referred out?

A referral to a community provider ensures that your concerns are more effectively addressed beyond the brief counseling that CAPS can provide. There may also be specialists in the community who can better meet your specific needs. Our goal is to best match your needs with the appropriate provider.

2. Why does CAPS only offer short term counseling? Why can't I pay to get more sessions?

As much as we would like to offer unlimited services to our students, the demand for our services does not allow us to provide long-term counseling (even if students pay) in addition to providing timely access for new students.

3. What if I have trouble finding someone?

The process of finding a "good match" may take a little time and effort and can have a satisfying result. CAPS counselors are also available to discuss what to look for in an off-campus mental health provider. Please take a look at the CAPS Off Campus Referrals Website (uhs.berkeley.edu/capsreferral) for more information and tips on finding a provider. If you continue to have difficulty finding someone, we strongly encourage you to contact a CAPS counselor who can provide you further assistance.

4. What if I can't afford it?

If you are on SHIP and if you see a SHIP provider, you are responsible for a \$15 copay per office visit. The Student Health Insurance Office can provide you more detailed information. If you do not have SHIP and are on another insurance plan, CAPS can provide some guidance on how to use that insurance. Additionally, there are several low-fee clinics in the area that can provide quality service. Many off-campus providers may also offer a sliding scale fee.

9/19



COUNSELING + PSYCHOLOGICAL SERVICES
2222 Bancroft Way, 3rd Floor, Berkeley, CA 94720
uhs.berkeley.edu/counseling
(510) 642-9494

Berkeley
UNIVERSITY OF CALIFORNIA

**UNIVERSITY
HEALTH SERVICES**
Tang Center

How to Find an Off-Campus Mental Health Provider

Tips for Scheduling

1. When you call an off-campus provider, it is likely that you will get a voicemail system or an answering machine; therefore, it is best to leave a brief message, including your name, number, insurance carrier (e.g. SHIP, Aetna, etc) purpose for calling, and best times to return your call. You may wish to call all or a few providers in one sitting and expect to receive call-backs shortly. Make sure your voicemail box is set up and can accept messages so that the provider can leave you a voicemail if needed. Email communication is not confidential so calling is the best option.
2. Have your schedule ready and know the times you are available to meet in-person. Appointments are typically a little less than one hour.
3. Clarify your insurance status.
If you have SHIP insurance stop by the Student Health Insurance Office, 3rd Floor Tang Center, for specific information about your coverage and to pick up your SHIP referral. If you have your own health insurance, call (typically there is a toll free number on your insurance card) and ask about your coverage for outpatient mental health services.
4. When you speak with a provider, identify yourself as a UC student, and be prepared to give a brief description of your concerns and, if possible, goals for treatment.
5. You may want to ask the provider the following questions:
 - Do you have openings?
 - What is your experience with concerns like mine? (e.g. depression, anxiety, family issues, relationship conflicts)
 - What is your counseling style?
 - For how many sessions do you typically see clients?
 - What kind of counseling license do you have?
 - What is your fee?
 - Do you have a reduced fee for students on a budget?
 - Where are you located?

Things to Remember

1. If you have further questions about the referral process you are encouraged to contact CAPS or your CAPS counselor.
2. If an urgent situation arises, CAPS counselors are available on a drop-in basis for urgent concerns Monday – Friday 10:00am-5:00pm.
3. For emergencies when CAPS is closed please call the After Hours Assistance Line at (855) 817-5667. You may also call Urgent Care at (510) 642-3188 or UCPD at (510) 642-3333.
4. Email communication is not confidential. Making a phone call or using eTang to send a secure message or set up an appointment is a better way to protect your confidentiality.



COUNSELING + PSYCHOLOGICAL SERVICES
2222 Bancroft Way, 3rd Floor, Berkeley, CA 94720
uhs.berkeley.edu/counseling
(510) 642-9494

Berkeley
UNIVERSITY OF CALIFORNIA

**UNIVERSITY
HEALTH SERVICES**
Tang Center