Where can I find a Mental Health Provider?

Columbia Health

Quick Reference Guide

Quick – Where can I receive mental health care?

What mental health services exist on campus?

How can I find a mental health professional off-campus?

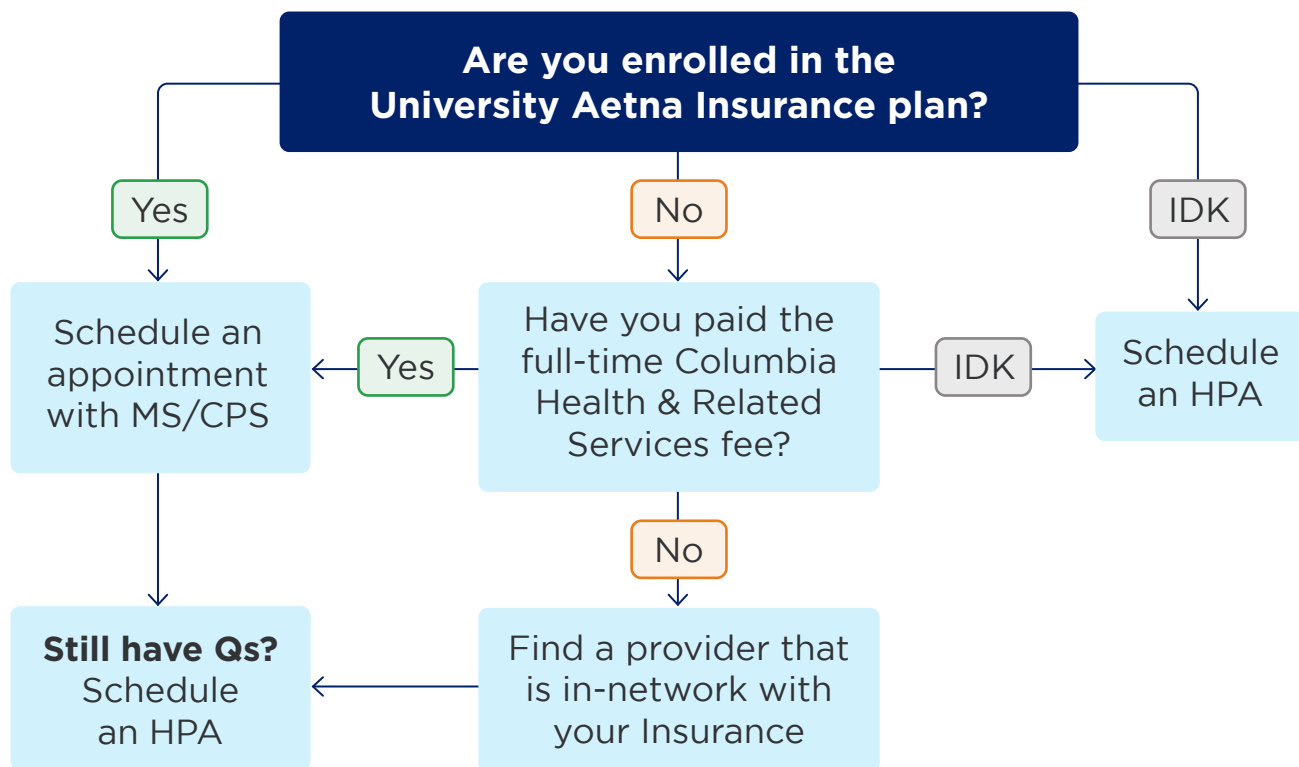Now that I've found a mental health professional I'm interested in, what do I do?

How do I see professionals that are in-network with my insurance?

I want to be seen by someone that shares identities with me. Can I add search criteria?

Counseling and Psychological Services

Health Promotion Appointment

Quick - Where can I receive mental health care?

Are you enrolled in the University Aetna Insurance plan?

Yes → Schedule an appointment with MS/CPS

No → Have you paid the full-time Columbia Health & Related Services fee?
- **Yes** → Schedule an appointment with MS/CPS
- **No** → Find a provider that is in-network with your Insurance
- **IDK** → Schedule an HPA

IDK → Schedule an HPA

Find a provider that is in-network with your Insurance → **Still have Qs?** Schedule an HPA

Schedule an appointment with MS/CPS → **Still have Qs?** Schedule an HPA

$ **If you've paid** the full-time Columbia Health & Related Services fee, schedule an appointment with Columbia Health's Counseling & Psychological Services (CPS) for a mental health visit.

Q **If you have not paid** the full-time fee, you will need to find an off-campus mental health professional.

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a **Any student can schedule a Health Promotion Appointment with Columbia Health's Alice! Health Promotion to discuss resources to support your health needs.**

What mental health services exist on campus?

If you've paid the full-time Columbia Health & Related Services fee, schedule an appointment with Columbia Health's Counseling & Psychological Services (CPS). The professional you see at your first appointment will become your primary counselor. To switch to a different counselor, schedule an appointment with a different professional in the portal, or contact CPS to request a switch.

There are a variety of in-person and virtual support spaces available to students through Counseling & Psychological Services (CPS).

Alice! Health Promotion offers sessions around substance use through BASICS or tobacco cessation. Students can complete the Alcohol self-assessment, the Marijuana self-assessment, or email basics@cumc.columbia.edu to schedule an appointment.

How can I find a mental health professional off-campus?

There are a few ways you can find an off-campus mental health professional:

> Regardless of your health insurance plan, students who have paid the full-time Columbia Health and Related Services Fee can call CPS for assistance in finding an off-campus mental health provider. Schedule an appointment with a CPS social worker to receive an expedited referral.

- **If you are on the Columbia Student Health Insurance Plan:** You *must* receive a referral before you see mental health care off-campus. Schedule an appointment with a CPS social worker to receive an expedited referral.

> Your insurance company likely has an online directory of professionals through their website.

> Do an internet search for mental health professionals and click on the link that seems appropriate:

- You might try the New York State Provider & Health Plan lookup tool to see the directory managed by New York State.

- Medline Plus lists directories organized by professional association.

Q **You can find a professional through any of these methods. Before scheduling a visit, make sure that they accept your insurance plan! See the wayfinding guides on Insurance for more information.**

Any mental health provider you see should be a trusted and licensed resource. In New York, you can check the licenses of any of the above providers (except psychiatrists) through the **New York State Education Department's Verification Search**.

How do I see professionals that are in-network with my insurance?

To see if they are in-network with your insurance, you can check your insurance directory:

Log in to your insurance carrier patient portal. Then, you can use their directory to find professionals that are in-network. If you are unsure of how to access your patient portal, you can do an internet search for "*your insurance carrier* insurance provider directory." Upon searching, they will likely prompt you to log in to your account.

If you are unable to log into your account, your insurance company may also have a general list of professionals. For example, if you're on the Columbia Aetna insurance plan, you could search for "Aetna insurance provider directory" and then click the link that seems appropriate.

You can review a few examples of directories for reference:

🔗 BlueCross BlueShield Find a Doctor

🔗 Aetna Find a Doctor, Dentist, or Hospital
   • Aetna Directory for Student Health Insurance *(Use this link if on Columbia's Aetna insurance plan!)*

🔗 United Healthcare Find a Doctor, Dentist, or Provider

🔗 Medicare Find & Compare Providers

🔗 Medicaid is managed by each State. You can find Medicaid providers at FindTreatment.gov, or search on the internet for "*Your State* Medicaid provider directory" to see resources, like the NY State Provider look-up tool

I want to be seen by a professional that shares identities with me. Can I add search criteria?

Yes. Many insurance directories allow you to search for professionals based on different criteria (identities, specialty, cost, availability, etc.). Use the filters to find someone that you feel comfortable with. Remember: the more filters you add, the shorter the list of specialists will be!

Now that I've found a mental health professional I'm interested in, what do I do?

The directories and medical websites you visited often have their contact information listed. Using that information, reach out to their offices and request an initial appointment.

This process takes time – you may need to reach out to several options before you find one who meets your needs!

See our guide on talking to mental health professionals for tips on questions to ask and things to think about before, during, and after an appointment.

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