

GUIDE TO FINDING A PROVIDER



Whether you are traveling out of Ohio for the summer, looking for a specialist, or seeking a long-term therapist, this guide can help you start your process in connecting with a mental healthcare provider.

USING INSURANCE

FIND YOUR
INSURANCE
CARD



LOG ONTO THE
WEBSITE FOR YOUR
INSURANCE

You will likely need to create a new account.

There should be a search function to find counselors/therapists/psychologists.

CALL YOUR
INSURANCE
COMPANY

The phone number is likely on the back of your card and may be listed under 'behavioral health services'.

YOU SHOULD BE PREPARED TO PROVIDE THEM WITH YOUR:

- NAME
- INSURANCE ID NUMBER
- DATE OF BIRTH
- HOME ADDRESS

*If you are covered by someone else's insurance plan, you may need to provide their information.

You will speak with a representative from your insurance company. When they ask why you are calling you can say, "I want to find out what my benefits will cover for outpatient counseling."

Do I have a deductible? If yes, how much is it? How much has been paid to date and how much do I have left to pay?

Some insurance plans have a **deductible**, an amount that you have to pay out of your pocket first. Once you pay that amount, your insurance company will cover part or all of your visit depending on your coverage.

Some insurance plans require a payment for each visit you make to a provider called a **co-pay** (dollar amount you are responsible for at each visit) or **co-insurance** (percentage of the cost of each visit you are responsible for).

How much will I pay per session?

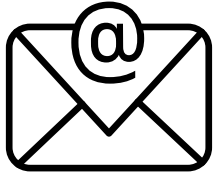
Other Important Questions:

- What is the difference between "in-network" and "out-of-network" providers? How does my coverage differ if I see a provider who is "out-of-network"?
- For how many sessions can I be seen?
- Is there anything I need to do to have my sessions covered by insurance? Do I need pre-authorization or a referral before meeting with a provider?



CONTACTING PROVIDERS

After you have received referrals or identified providers the next step is to contact potential agencies or individual providers via phone or email.



Some providers will have email addresses, others won't!

Providers almost never pick up the phone due to being in session during the day, so leave a message!



Hello! My name is ____ . My phone number is ____ . I'm interested in starting therapy. I have ____ insurance. Here is my number again ____ . Thanks!

OTHER WAYS TO FIND PROVIDERS

Finding a therapist can be supported by online resources with provider profiles (including specialty areas):

- PsychologyToday.com
- LowCostHelp.com
- GoodTherapy.com
- Innopsych.com (BIPOC Therapists)
- Gaylesta.org (LGBTQIA)
- APA Psychologist Locator
- TherapyDen.com
- OnlineTherapy.com
- ABCT.org



Another tip:

Identify any colleges or universities in the local area, as they often have counseling center webpages with a list of local providers who see college students or provide low cost options!

Providers may be able to answer some questions before you make an appointment that may help you determine if you are a good match!

- What is the cost per session? What are your payment policies (e.g., forms of payment accepted, when is payment due, do you offer payment plans)?
- I have ____ insurance. Are you an in network or out of network provider?
- I do not have insurance. Do you offer any discounts or other arrangements such as a sliding scale for students?
- My concerns are ____ OR I have been feeling ____ and it is affecting me ____ . Do you have experience addressing these concerns?
- What is your approach to working with these concerns?
- What is your counseling style? How do you typically run a session?

FINDING A GOOD FIT

Because providers and clients work together, it is important to find a good match. It is important that you feel comfortable with the provider.

To confirm whether a therapist is the right fit for you, it may be helpful to schedule a consultation appointment prior to your intake.

If you have some concerns about working with the provider, it may be helpful to share them. Providers can sometimes change their approaches.

If you decide that your provider is not a good match, it is okay to try meeting with someone else. However, it is important to recognize that when you are working on concerns that are difficult to share, it is not uncommon to feel somewhat uncomfortable initially with any provider.

YOUR FIRST APPOINTMENT

- You will likely be asked to complete and sign some forms, either ahead of your scheduled appointment or when you arrive. These may cover services, payment, confidentiality, and questions about your history.
- The first meeting is often used to figure out why you are seeking help, what your concerns are, family and social history, and questions to help get to know you better and to establish your work with the provider.
- You have the chance to ask questions, you could ask how often you will meet, what to expect during sessions, whether there will be "homework" or other assignments between sessions, and how long you can expect treatment to last.
- Let the provider know what you believe may be most helpful to you, and discuss any past experiences you may have with treatment.

WE ARE HERE TO

If you would like to meet with a Counselor at the Center to help you in identifying or connecting with care, contact us to schedule a "consultation."

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