

# Clinical Care Managers

*UVA Counseling and Psychological Services*

**The CAPS Clinical Care Managers serve as a bridge for students to successfully access mental health care.**

## What We Do

- Educate students on how to navigate insurance and the healthcare system.
- Provide supportive connections to area therapists and psychiatrists.
- Address barriers to seeking treatment (e.g. finances, time, stigma, transportation, and motivation).
- Identify resources, both on and off Grounds, for a variety of needs (e.g. housing, food, social connection, academic support).
- Help students identify and maintain a network of support.
- Ease students' transition to or from a higher level of care and collaboratively create a plan to move forward.
- Aid students with the process for medical withdrawal and reenrollment for psychological reasons.
- Coach students on being their own best self-advocate.

## Navigating Insurance Coverage for Mental Health

Carry a copy (or picture of the front and back) of your insurance card, and call the number on the back of your card (Member Services or Behavioral Health) or look up your benefits on the company's website.

### Ask the following:

- ⇒ What are my benefits for outpatient psychotherapy?
- ⇒ What is my deductible? *This is the amount you must pay before your benefits start.*
- ⇒ How much has been applied to my deductible so far this year?
- ⇒ What is my copay? *This is a flat fee you pay for each session often after your deductible is met.*
- ⇒ Do I have co-insurance? *This is a percentage of the amount charged for which you are responsible.*
- ⇒ Ask for a list of in-network providers in your area that can save you money.
- ⇒ Ask about telehealth options or free EAP visits.

## Telemental Health Care

Remote delivery of clinical services, including psychotherapy and psychiatry, can be as effective as traditional treatment and can increase access and convenience for individuals seeking care.

- Ask your insurance company about coverage for telehealth care and whether there are any restrictions.
- Confirm that potential providers are licensed in the proper jurisdictions, and ask what additional steps they take to preserve your confidentiality.
- Ensure you have access to reliable technology as well as a quiet, private space for appointments.

## CAPS Referral Database: <https://www.studenthealth.virginia.edu/community-referrals>

- View student-friendly therapists' or doctors' profiles.
- Filter providers by their availability, whether they accept your insurance, and other preferences.
- Choose 3-4 providers to initially contact.

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## Choosing a Mental Health Care Provider

Give yourself a few sessions to get comfortable with your new therapist before deciding whether it is a good fit.

- Questions to ask a potential therapist:
  - ⇒ Are you accepting new clients?
  - ⇒ Are you in-network with my insurance?
  - ⇒ What is your treatment approach?
  - ⇒ How soon/how often can you see me?
- What to expect at your first appointment:
  - ⇒ Filling out paperwork and going over policies.
  - ⇒ Answering questions and explaining what you hope to get out of therapy.

## Contact Clinical Care Managers at CAPS

For general questions about Care Management Services, please email [capscaremanagers@virginia.edu](mailto:capscaremanagers@virginia.edu) or call **434-243-5150**. Care Management appointments are usually scheduled after you complete a brief screening phone call. Care Management appointments are free, but bring your insurance card for help learning more about your particular plan.

### FIND US ON THE WEB:

<https://www.studenthealth.virginia.edu/caps-care-management>