

Guide to Telemental Health Care

For UVA Students Seeking Care Outside of CAPS

Telemental health care is the remote delivery of clinical services, including psychotherapy and psychiatry, by telephone, video conferencing, or text. Research suggests that telemental health care can be as effective as traditional treatment and can increase access and convenience for individuals seeking care.

Some Important Considerations:

- **Telemental health care may not be appropriate** for individuals with certain problems or conditions as it is more difficult to provide assistance if a crisis situation arises. Additionally, certain medications cannot be prescribed remotely.
- **Not all insurances cover telemedicine, and those that do may set restrictions.** For example, UVA Aetna Student Health Insurance currently covers telemedicine at the same rates as in-person services provided that the service includes audio and video components. Contact your insurance company to inquire about your benefits.
- **Laws require telemental health care providers to be licensed in the state(s) where you and your provider are located at the time of service.** For example, if your provider is located in Virginia while you are at home in Maryland, the provider must be licensed in both Virginia and Maryland in order to provide services. Ask any potential provider for evidence of proper credentials.
- **Additional steps must be taken to preserve your confidentiality.** Ask any potential provider about measures they take to protect sensitive data and whether the software they use is [HIPAA](#) compatible. You must ensure that you have access to a private, quiet space for appointments, and consider wearing headphones.
- **You must have access to reliable technology**, including equipment and phone or internet service, to effectively engage in telemental health care.

Read: [APA What to Know Before Choosing Online Therapy Guidelines](#)

Some Options for Finding a Provider:

- **Search provider directories**, such as [MiResource](#), [Psychology Today](#), or [SAMHSA Behavioral Health Treatment Services Locator](#).
- **Call your insurance company** or visit the company's website for a list of in-network providers.



Need more help? Contact CAPS at 434-243-5150 and ask if you can speak with a Care Manager. If you have questions related to the Aetna Student Health Plan and its coverage, email sth-ins@virginia.edu