CAPS aims to help you access necessary psychiatric care (medication management) as efficiently as possible. CAPS psychiatry staff provides collaborative care, which means a student may only be seen by a CAPS psychiatrist if a CAPS therapist (via individual or group therapy) is also caring for them. Psychiatric treatment at CAPS is brief, with a primary focus on students initiating treatment and stabilizing. Students who need long-term or ongoing psychiatric care are often referred to community providers.

CAPS frequently refers students to Northridge, UVA Health’s adult psychiatric clinic, as they take most insurance policies. CAPS also refers to private psychiatric providers, but a limited number accept insurance. Visit the CAPS Referral Database website and select the “can prescribe medication” filter on your search. You also may request a list of local psychiatrists by contacting CAPS.

Please Follow These Instructions to Make an Appointment at Northridge:

- If you have been receiving treatment at CAPS (therapy or psychiatry), please fill out, sign, and upload a “Consent for the Release of Medical Information” form to your records in the Healthy Hoos Patient Portal. This allows CAPS to forward your treatment records to Northridge. If you have been seen by another provider, it is recommended you request they forward your treatment records to your new provider at Northridge.

- Obtain your insurance card and have the following information ready before you call:
  - Your name and date of birth
  - Your local address and phone number
  - Name of your insurance provider (NR does not accept Cigna)
  - Insurance ID # (If Tricare, this # is typically the insured parent’s SSN)
  - Your local address and phone number
  - Parent’s name (if you are covered under your parent’s insurance)
  - Parent’s date of birth
  - Parent’s address and phone number
  - Emergency contact
  - Availability for appointment
  - Reason for referral

- Contact Northridge. Call 434-243-4646 and press 1 (twice at the prompts). Pressing 1 twice will bypass the voicemail system and send you directly to the front desk. Tell the front desk, “I am a UVA student being referred by CAPS for psychiatry care.” Note: Only call when you have time to hold for a few minutes. Northridge is a very busy clinic and the scheduler is not always immediately available, however, holding for a few minutes is faster than waiting for a return call.

- Write down your appointment date, time, and doctor’s name. Share this information with your CAPS/Student Health and Wellness provider so that the appropriate records may be forwarded and CAPS knows you were connected.

Helpful Tips:

- If leaving a message to request an appointment, make sure that your voicemail is activated and that you check messages regularly. It is important to respond to messages promptly to successfully get scheduled.

- The more available times that you indicate, the sooner you will get an appointment. The initial appointment will take 2 hours at minimum. You may need to consider missing class for your initial appointment.

- Appointments are often scheduled at least a month in advance. If you need a refill sooner than you can obtain an appointment, you may contact the physician who originally prescribed your medication or visit a same day clinic (such as Med Express).

- If you face barriers in trying to get psychiatric care, please let your CAPS provider know so they can assist. CAPS Care Managers specialize in helping students access care. Let us know if you need help!