CLINICAL CARE MANAGERS:
UVA Counseling and Psychological Services (CAPS)

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

What we do

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

Navigating Insurance Coverage for Mental Health

- Make sure you have your health insurance card.
- Call the number on the back of your insurance card (Member Services or Behavioral Health) or look up your benefits on the company’s website.
- Questions to ask:
  ✓ What is my Deductible? This is what you must pay before your insurance starts to pay for services.
  ✓ How much has been applied to my deductible so far this year?
  ✓ What is my copay? This is what you pay for each session after your deductible has been met.

Choosing a Mental Health Provider

- Consider your preferences in a therapist:
  ✓ Gender
  ✓ Training/License (Clinical Psychologist, Professional Counselor or Clinical Social Worker)
  ✓ Type of treatment you are seeking (individual, group, medication)

- Questions to ask a potential therapist:
  ✓ Are you accepting new clients?
  ✓ Do you accept my insurance?
  ✓ How soon/how often can you see me?
  ✓ What is your treatment approach?
CAPS Referral Database
https://virginia.rints.com

- Find providers who specialize in your area of concern and who enjoy working with students.
- Search based on your preferences
- See who in town takes your insurance

Need more help?
Contact CAPS Clinical Care Managers to talk by phone (434) 243-5150 or schedule an appointment. Care Management appointments are free, but please bring your insurance card for help learning more about your particular plan.

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