

How to Find an Off-Campus Mental Health Provider

Contacting a therapist or psychiatric provider off campus can feel intimidating, especially if you are already feeling overwhelmed by other things in your life. Here are some guidelines that will help.

Finding Local Providers:

If you have your own insurance or are listed on a parent's health insurance:

1. Go to the insurance carrier's website. This can be found on your insurance card.
2. On the home page for your insurance carrier, there will often be a link that allows you to search for a provider. It might be labeled as "Find a Doctor," "Physician Directory," or something similar.
3. Search for a mental health specialist using the terms mental health provider, psychologist, counselor, social worker, or therapist. If you are interested in medication management or exploring medication options, search specifically for psychiatrist or psychiatric nurse practitioner. All of these may be listed under "Behavioral/Mental Health" or a similar category.

Providers listed on your insurance website will generally bill your insurance directly. You will be required to pay the copay specified by your insurance for a mental health office visit at the time of your appointment.

*If you are on a parent's insurance and have concerns about maintaining your privacy, you may be able to contact your insurance carrier (phone number on the insurance card) to change your mailing address with them. Any billing statements for your health benefits would then come to you. However, some insurance carriers require that the owner of the policy (the parent) initiate these changes. You can find out more information about this here:

https://www.lclark.edu/offices/student_health_services/insurance/privacy/

If you have the Student Health Insurance through PacificSource:

1. Go to: <https://pacificsource.com/StudentHealth/>.
2. Click on "Find a Doctor."
3. Click on the state in which you need to find a provider.
4. Drop down to "Mental and Behavioral Health" in the Specialty Category.

If you do not have insurance or would prefer not to use it:

The following clinics provide mental health services at low cost:

- Lewis & Clark Community Counseling Center
 - 503-768-6320; 4445 SW Barbur Blvd.
- Pacific Psychology Comprehensive Health Clinic
 - 503-352-2400; 1411 SW Morrison St, #310 (accepts OHP insurance)
- Portland State University Community Counseling Clinic
 - 503-725-4620; 1900 SW 4th Ave (\$15/session, or lower as needed)
- Lutheran Community Services*
 - 503-231-7480; SE Portland (ask about fee)
- Jewish Family Services*
 - 503-226-7079; SW Portland (Fees are \$10-100 based on income)
- Wise Counsel
 - 503-282-0182, <http://portland-therapist.org/insurance.html>
- Cascadia Walk-in Clinic
 - Monday-Sunday 7am to 10:30pm; 4212 SE Division St. Suite 100, PDX

**Counseling provided is not faith-based. It is not required that you have any specific religious*

identity to access services.

In addition to your insurance's list of in-network providers, you can also research database of physical and mental health professionals to find a specialist who fits your needs:

- **Psychology Today** (national database of counselors, psychiatrists, and other mental health professionals)
- **Portland Therapy Center** (online directory of Portland-area mental health professionals)
- **Oregon Psychological Association** (database of OPA-member psychologists)
- **Network Therapy** (mental health directory and resource guide)
- **Good Therapy** (national therapy database)
- **Portland Area Hospitals** (for in-patient, out-patient, or emergency care)

Next Steps after Finding Local Mental Health Providers:

1. Call multiple providers. You will likely have to leave a message. It is best to leave your name and state your phone number **TWO** times. Let them know that you are interested in scheduling an appointment and provide times that they would be able to reach you by phone.
2. Wait for a call back. Be sure to answer calls from unknown numbers during this time and **check your voicemail!!** If you haven't heard back in 2-3 days, call again, and/or choose another provider to call.
3. If calling providers is difficult for you, many have ways to contact them online or via email on their websites. Search for their name online to see if this is an option.

Finding the best therapist for you:

1. Most therapists have a website online- do a search! You can assess "fit" based on how they describe their work.
2. When you connect with a therapist, the therapist may ask you to share a brief summary of your concerns. You are also able to ask them questions (i.e. "What is your approach to therapy?") If you aren't sure they would be a good fit but want to assess further, you may ask if they offer a free consultation. This is a good time to ask how much visits will cost and how quickly you can get in for services.
3. Keep in mind, each counselor works differently. Your first session is an opportunity to ask them questions as well so that you feel comfortable. Sometimes you have to attend a few sessions before you feel comfortable.
4. If it doesn't feel that your provider is a fit for you, don't be afraid to tell them. They may be able to adapt to your needs or be able to suggest someone else that would personally fit you better.

If you can't find anyone, or run into obstacles, and need further support:

- Call the Office of Case Management **503-768-7173** and request to meet with a staff member.
- Return to the Counseling Service during walk-in times for additional support.
- **For urgent concerns after hours or on weekends, please call the Crisis Counseling Service at 503-265-7804.**

Please be aware that if you are enrolled as a Lewis & Clark student, you are still eligible for our walk-in and crisis services even if you are connected to a community provider.