How to Obtain Mental Health Services

Step 1: understanding your insurance identification card
- Medical network: name of health care provider network
- Member: person eligible for covered services
- Identification #: verify eligibility
- Group #: plan benefits
- Phone #: for questions (on the back of card)

Step 2: Call behavioral health or customer service # on the back of card
- Ask questions such as:
  - Deductible amount
  - Co-pay
  - # sessions/year
  - Pre-authorization for referral
  - Website to search for therapist

Step 3: Be aware of different types of benefits
- In-network: within in your plan
- Out of network: not within your plan (private pay/out of pocket)

Step 4: Utilize your health insurance provider website to search for in-network providers
- Tips for searching:
  - Search by location
  - Determine if currently accepting new patients
  - Record name and phone #s for at least 3 therapists
  - Call therapist

Contacting counselor:

Call counselor (you may need to leave a message)

Script: “I have been feeling (describes symptoms) and it is affecting me (list areas where you are experiencing difficulties). Mention specific concerns and ask if any openings to meet with new client. Inquire about experience with your type of concern. If the counselor has no openings, ask for name of another clinician they recommend.

For Mass Health psychiatry: Boston Emergency Services Team 1-800-981-4357

The process:
1. Walk-in clinic at 85 East Newton Street in Boston, Monday-Friday 9am-9pm (no appointment needed)
2. Meet with social worker for assessment, during walk-in hours
3. Social worker will refer you to a psychiatrist for urgent psycho-pharmacology evaluation
4. Psycho-pharmacology evaluation takes place 1-2 weeks following your social work assessment

Health insurance: all Mass Health plans accepted, need to call if you have another health insurance carrier (Blue Cross Blue Shield and many university plans not accepted)
Additional websites to search for treatment providers:

www.psychologytoday.com  
www.helppro.com/HP/BasicSearch.aspx  
www.goodtherapy.org  
www.zocdocs.com

Additional Resources:

Homeless Shelter:  
https://www.homelessshelterdirectory.org/cgi-bin/id/city.cgi?city=Boston&state=MA

Food Bank:  
https://www.gbfb.org/

Psychiatric Disabilities:  
Massachusetts Rehabilitation Commission | Mass.gov  
www.mass.gov/vocational-rehabilitation