



WAKE FOREST UNIVERSITY
COUNSELING CENTER

Your Guide for Navigating Off- Campus Referrals

The UCC provides confidential counseling at no cost for various personal issues including: adjustment to university life; stress management; interpersonal relationships with friends, family, or peers; anxiety; depression; concerns related to alcohol or other drug use; and disordered eating and body image issues. We follow a short-term, goal- focused counseling approach to ensure students have the opportunity to access our services within a reasonable amount of time. When students require ongoing, long-term or specialized treatment, they may be referred to an off-campus provider who may better meet their needs.

This document will provide you with helpful information to help you get connected to the services you need.

Making the First Contact

When you call an off-campus provider, it is likely that you will get a voicemail system or an answering machine; therefore, it is best to leave a brief message, including your name, number, information about who referred you, the purpose of your call, and the best times to return your call. If you feel comfortable, you can also share a little information about the concerns you would like to address. Providers may also list an email in their contact information. While this may be a convenient option for most, remember that email communication is not confidential. Calling is always the best option.

Once you are able to speak with a provider, let them know that you are a Wake Forest University student and was referred by the University Counseling Center (UCC). Also, be sure to ask questions that will help you determine if they are a good match and can meet your needs. Below are some examples of things to ask a provider during your first contact:

- What is your experience with concerns like mine (e.g. depression, anxiety, family issues, relationship conflicts)?
- What is your counseling style?
- What are your fees and payment policies?
- Where is your office located and what are your office hours?

Selecting the Right Provider for You

You might feel comfortable with your new clinician right away or it could take a few meetings before you can determine if they are the right fit for you. Many provider now ask new clients to complete electronic forms to have a better understanding of how to help. Expect for your first session or two to feel different and give yourself time to attempt to establish rapport with the provider.

You may have to meet with a few therapists before you find the person who is the best match for you. That is perfectly fine! Look around until you find someone who feels comfortable to you. Be honest with yourself and trust your judgment. Taking the time to find the right provider is worth the effort because the treatment will be more effective.

Insurance

Student Health Plan StudentBlue with BCBS of NC

PHYSICIAN OFFICE SERVICES <small>(see "Outpatient Clinic Services" for "outpatient clinic" or "hospital-based" services.)</small>	CERTIFIED*	NON-CERTIFIED ¹
Mental Health and Substance Abuse Services *Inpatient/Outpatient Behavioral Certification is required. Call Magellan Behavioral Health at 1-800-359-2422.		
Mental Health Services		
Office Visit	\$30 office visit copay, 20% after deductible for all other services	30% after deductible
Outpatient Services	20% after deductible	30% after deductible
Inpatient Services (\$250 per IP Admission)	20% after deductible	30% after deductible
Substance Abuse Services		
Office Visit	\$30 office visit copay, 20% after deductible for all other services	30% after deductible
Outpatient Services	20% after deductible	30% after deductible
Inpatient Services	20% after deductible	30% after deductible

1 Your actual expenses for covered services may exceed the stated coinsurance percentage or co-payment amount because actual provider charges may not be used to determine the payment obligations for Blue Cross NC and its members.

Other (Private) Insurance

It is imperative that you contact your insurance company directly to inquire about coverage for services with the provider you choose. This will help avoid any unexpected costs. This step may require you to speak with your parents about gaining access to your insurance information. Good ways to find out about your insurance policy include calling your insurance company on the phone, looking them up on the web, or reviewing your policy brochure.

Questions to ask when you call your insurance provider:

- Does my plan cover mental health outpatient visits?
- Where can I find a list for in-network providers?
- Do I have to fill out any paperwork or be pre-certified prior to seeing a provider?
- Is there anything I need to do to have my services covered by insurance?
- Is there a limit on how many times I can be seen? Is there an annual or total lifetime limit?
- What is the percentage and/or copay for sessions?
- Do I have a deductible that I must satisfy before receiving benefits? If yes, how much?

Things to Remember:

1. For questions about off-campus provider referrals, please call the University Counseling Center at 336-758-5273.
2. If you have any questions or concerns, please contact the UCC clinician who referred you or the UCC Clinical Case Manager and they will be happy to help.
3. If you find yourself in a personal crisis, the UCC is available to you. On weekdays, you can walk in at any time between 8:30 am and 5:00 pm and request to speak with one of our clinicians. We also offer after hours counselor-on-call after 5:00 pm on weekdays and all day on weekends. The counselor-on-call can be reached at 336-758-5273. Press "1" after the voice message begins to connect to a clinician.