

HEALTH AND
WELLNESS CENTER
AT BRYN MAWR COLLEGE

CASE MANAGEMENT RESOURCE GUIDE

CONNECTING WITH OFF-CAMPUS RESOURCES AND MORE!

2022 - 2023



The content in this resource is intended for informational purposes only. It is not intended for self-diagnosis, self-treatment, nor should it replace the consultation of a trained medical or mental health professional.

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ONLINE MENTAL HEALTH RESOURCES

MySSP

Free and confidential 24/7 remote mental health and well-being support to all enrolled BMC students. With the [MySSp app](#) students can access self-directed digital content including self-assessments for depression, anxiety, and substance use. Students can also connect with masters level counselors via chat or by phone. Watch this [short video](#) or download this [flyer](#) to learn more about MySSP. Students can also access the service 24/7 by calling 1 (844) 451-9700.

Healthiest You for students with BMC insurance, United Healthcare Student Resources UHCSR

Via the UHCSR portal account [myuhc.com](#) and access free online counseling services through Healthiest You. When you sign up for Healthiest You, make sure you choose to sign up with your UHCSR ID # so that your sessions are 100% covered (free!). If you do not have BMC's insurance, Healthiest You is available for a fee. See this [flyer](#) for more information.

7 Cups [7cups.com](#)

On-demand emotional health service and online therapy provider with 24/7 chat, online therapy options, and more. 7 Cups's chat feature is free and there is a monthly fee for online therapy.

Ayana Therapy [ayana.com](#)

Online therapy for marginalized and intersectional communities. Clients matched with licensed therapists based on their unique experiences and identities across race, gender identity, class, sexuality, ethnicity, and ability. Ayana does not take insurance and there is a cost for services.

Jiandanxinli 简单的心理学 [jiandanxinli.com](#)

Chinese counseling and psychiatry consultation service that matches patients to mental health providers with reasonable rates and a free hotline.

Open Path Psychotherapy Collective [openpathcollective.org](#)

Nationwide network of therapists dedicated to offering lower-cost therapy for \$40 - \$70.

Talkspace [talkspace.com](#)

Telehealth therapy subscription service with options for messaging and live video sessions. Rates ranging from \$70 - \$110 per week. [Some insurances are accepted.](#)

Teladoc [teladoc.com](#)

Use your insurance to make telehealth appointments with therapists, psychiatrists, and doctors.

The Jed Foundation [jedfoundation.org](#)

Mental and emotional health resources for young adults to support one another and overcome challenges.

CRISIS RESOURCES

If you are experiencing a mental health crisis on-campus, urgent care is available 24 hours a day. Contact Campus Safety (610) 526-7911 for transportation to Bryn Mawr Hospital Emergency Room.

Remember that in a true emergency situation, you should seek treatment at the hospital emergency room. Finances can be worked out later, if necessary.

After-Hours Counseling Services (Bryn Mawr College Health and Wellness Center)

To speak with a counselor when the Health and Wellness Center is closed, call (610) 526-7778.

Find a Helpline findahelpline.com

Search engine to assist with locating international helplines maintained by the International Association for Suicide Prevention.

National Suicide Prevention Lifeline 988lifeline.org

Call or text 988.

Crisis Text Line crisistextline.org

Text 'HOME' to 741-741 to connect with a volunteer Crisis Counselor. Free and available 24/7.

The Trevor Project thetrevorproject.org

Provides 24/7 crisis support services to LGBTQ young people. Text 'START' to 678-678, call 1 (866) 488-7386, or message counselors through their website.

The Steve Fund stevefund.org

Provides 24/7 crisis support services to students of color. Text 'STEVE' to 741-741.

BlackLine callblackline.com

Provides crisis support for interactions with law enforcement and vigilantes with a LGBTQ+ Black Femme lens. Call 1 (800) 604-5841.

Trans Lifeline translifeline.org

Peer support phone service run by trans people for trans and questioning peers. Call 1 (877) 565-8860.

Montgomery County Crisis Support montcopa.org

Provides 24/7 crisis support to anyone in Montgomery County. Call 1 (855) 634-HOPE (4673).

Additional crisis resources and other educational resources can be found on the [Counseling Resources page](#) of the Health and Wellness Center website.



SPECIALIZED COMMUNITY RESOURCES

Drug and Alcohol Programs

Adolescent & Young Adult Advocates

610-520-7775

Located in Bryn Mawr, PA

Offers in-person programs and accepts insurance

Rehab After Work

610-486-3500

Located in Philadelphia, Exton, Havertown, and Lansdale, PA

Offers in-person and virtual treatment

SEPIA (South Eastern Pennsylvania Intergroup Association of Alcoholics Anonymous)

Database of AA group meetings in Pennsylvania

Greater Philadelphia Region of Narcotics Anonymous

Database of NA meetings

Eating Disorder Support

Renfrew Centers

1-800-736-3739

Located in Philadelphia and Radnor, PA

Offers in-person and virtual treatment and accepts insurance

Seeds of Hope

1-888-694-9996

Located in Philadelphia, Exton, and Paoli, PA

Offers in-person and virtual treatment

Alliance for Eating Disorders Awareness

Located in Paoli, PA

Offers support groups (online and in-person), including an online LGBTQ pro-recovery group

Center for Hope and Health

Located in Ardmore, PA

Offers treatment for anxiety, depression, and eating disorders with a biopsychosocial approach.

LGBTQIA+ and Gender Affirming Care

Drug and Alcohol Programs (LGBTQ) William Way LGBT Community Center

Located in Philadelphia, PA

Offers recovery programs

Mazzoni Center

Located in Philadelphia

Offers recovery services

Gender Affirming Resource Guide from the Mazzoni Center

Information on trans-friendly and gender affirming care and related resources throughout the Philadelphia region

Center for Gender Care of Mainline Health

Offers gender-affirming hormone therapy, primary care, and other services including mental health support and surgery

Children's Hospital of Pennsylvania (CHOP) Gender & Sexuality

Resources from CHOP Gender and Sexuality Development Program

HOW TO: FIND AN OFF-CAMPUS PROVIDER

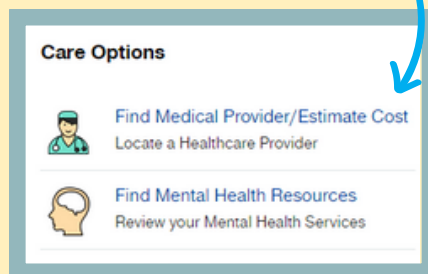


Learning how to find a doctor or therapist is a valuable life skill. Depending on whether you are using insurance or paying out of pocket (or both!) we recommend the following resources to get you started.

BMC Insurance, United Healthcare Student Resources (UHCSR):

There are a few ways to search for providers who take your insurance. One is to visit firststudent.com and select "Bryn Mawr College," navigate to "Find a Doctor," and select "United Behavioral Health" for mental health providers, or "UHC Options PPO" for medical providers. Alternatively, you can log in to your UHCSR portal account myuhc.com and search for providers there.

To set up your UHCSR account, return to firststudent.com and navigate to "My Account"



If you are having difficulties or for questions about enrollment, contact: Paige Fritze at 410-512-4607 or pfritze@rcmd.com

Other insurance:

To learn about your insurance benefits and how to find providers in your area who take your insurance, call the number on the back of your insurance card. Some questions you may ask regarding mental health services include:

- What is the coverage amount per therapy session? Ask about both in-network and out-of-network benefits.
- Where can I locate your list of "in-network" providers?
- How do I submit a receipt/invoice for reimbursement?

Therapy may be fully covered, partially covered, or partially reimbursed by your insurance. On the next page you will find more search tools & resources for finding off-campus providers.

SEARCH TOOLS & RESOURCES:

We welcome your feedback on these resources as we continue to do our best to cultivate a list that is helpful and supportive for students.



Psychology Today [psychologytoday.com/us](https://www.psychologytoday.com/us)

A searchable database of therapists and psychiatrists. You can search for therapists by zip code and then filter your search by insurance, therapy approach, and more.

Inclusive Therapists [inclusivetherapists.com](https://www.inclusivetherapists.com)

Offers a database for people to connect with a culturally responsive, social justice-oriented therapist focused on the needs of marginalized populations including people of color, the LGBTQIA+ community, and people with disabilities.

National Queer and Trans Therapists of Color Network (NQTTCN) [nqttcn.com](https://www.nqttcn.com)

NQTTCN's goal is to increase access to healing justice resources for queer and trans people of color (QTPoC). They offer a directory of therapists who identify as QTPoC.

Therapy for Black Girls [therapyforblackgirls.com](https://www.therapyforblackgirls.com)

This site offers a therapist locator as well as group chats, and blog articles to encourage the wellness of Black women and girls.

Black Emotional and Mental Health Collective (BEAM) [wellness.beam.community](https://www.wellness.beam.community)

BEAM is dedicated to the healing, wellness, and liberation of Black and marginalized communities. BEAM offers a Black Virtual Wellness Directory of Black therapists, doulas, yoga teachers, mediators and more.

Clinicians of Color [cliniciansofcolor.org](https://www.cliniciansofcolor.org)

Offers a directory for BIPOC individuals to connect with BIPOC therapists.

Asians Do Therapy [asiansdotherapy.com](https://www.asiansdotherapy.com)

Website working to reduce stigma about and improve access to therapy with guidance on finding a therapist.

Asian Mental Health Collective [asianmhc.org](https://www.asianmhc.org)

Searchable database of Asian therapists serving the US and Canada.

Therapy for Latinx [therapyforlatinx.com](https://www.therapyforlatinx.com)

This site offers a directory of therapists well as resources articles to encourage the wellness of Latinx individuals.

Grow Therapy [growtherapy.com](https://www.growtherapy.com)

This site is a directory of therapists who accept insurance in the US.

WHAT TYPE OF THERAPY IS RIGHT FOR ME?

In terms of "style" of therapy, not every counselor approaches therapy the same way. On [Psychology Today](#), you can learn more about different therapy approaches plus find tips on choosing the right therapist for you. You may find it helpful when meeting with a potential therapist to ask about their therapy style or theoretical orientation. For example, you might say "Can you explain what [*type of therapy modality*] means and what it might look like in our sessions?"

DECODING THERAPIST CREDENTIALS:

When you are searching for a therapist you will see a ton of different acronyms for their degrees, licenses, and certifications.

[NetworkTherapy.com](#) and [NAMI \(National Alliance of Mental Illness\)](#) have useful resources for understanding the assorted credentials of therapists in the US.



CONTACTING POTENTIAL PROVIDERS

Suggestions and tips when calling potential therapists and psychiatrists:

- Often providers are in session with clients when you call, therefore you may have to leave a voicemail.
 - In your voicemail message, be sure to include your name and phone number clearly.
 - To avoid phone tag, share the days and times that are best for them to call you back.
 - If after a week, you do not receive a phone call back, try calling them one more time.
 - If you'd like, you can mention that you found their information during a case management session at the Bryn Mawr College Health and Wellness Center.

When you speak with them on the phone:

- Inquire if they are still accepting new clients.
- Verify that they still accept your insurance.
- Some providers offer potential clients a free in-person or phone consultation. You are welcome to ask if this is something a provider can accommodate, however if not discussed then you may be required to make a payment at the first session. It is helpful to clarify this on the phone prior to the first appointment.

HOW TO: ACCOMMODATIONS

Independent, third-party information about your learning potential and how you learn can be incredibly helpful in understanding your strengths and challenges as a learner. Going through the process of a psychoeducational evaluation and/or a neuropsychological evaluation can be enlightening. It can sometimes – but not always – indicate that you may be eligible for accommodations under the Americans with Disabilities Act.

You can start the process by following these steps:

Ask yourself: Why am I seeking evaluation? Why is it important?

- How long have I been having these struggles?
- What kind of difficulties am I having? How frequently?
- Could I be struggling just because the content is new to me?
- Could my symptoms be the result of being in a new situation?
- How much more school do I have in front of me?
- How hard am I really trying? How much time is it taking me?



If the struggles seem disproportionate to my context:

- Have I shared my struggles with anybody?
- Talk about the situation with someone who knows you well. This can include a family member, a Dean, a counselor, or professors (who can help put learning difficulties into perspective).

If after talking about my experience, I feel my symptoms are significantly impacting me:

- Schedule an informational session with the [Director of Access Services](#) to learn more about next steps.

If you have already had an evaluation:

- Complete the [Self-Identification Form](#) for [Access Services](#).
 - [Schedule an intake with the Director of Access Services](#) and [submit current documentation](#).

Check out [Access Services' website](#) for additional information and resources for students.

- For example, this info guide ([By Students, for Students](#)) offers information and FAQs former students wish they had known when they started at BMC.



HOW TO FIND A REPUTABLE SOURCE TO PERFORM AN EVALUATION:

Reliable testing can be expensive. Will insurance cover the cost?

To find out what evaluations your health insurance company covers: locate your plan's **Statement of Benefits and Coverage**. This document shows you how you and the plan would share the cost for covered health care services.

- Students on the college's UHCSR plan will visit [this website](#) to find a Statement of Benefits.
- Call the customer service number on your insurance card:
 - When you speak with a representative, ask for a copy of the Statement of Benefits.
 - Inquire directly about the coverage of evaluation services.

✦✦✦ If you need help with this process, HWC staff are available for free case management meetings. Case management services assist you with accessing community referrals as well as helping navigate health insurance questions.

Quintessential Health qhealthonline.com

Offers diagnostic evaluations, personality assessments, and psycho-educational evaluations. Quintessential Health provides out of pocket options and accept several insurance plans.

Bryn Mawr Center for Psychological and Educational Services brynmawrcenter.com

Offers testing, executive functioning support, and social skills groups. Contact their Education Specialist.

Center for Brief Therapy pcomhealth.org/cbt/services/

A CBT center at Philadelphia College of Osteopathic Medicine that offers psycho-educational assessment services. Does not accept insurance, but offers quality services at reasonable self-pay rates. Some insurance accepted for neuropsychological evaluations.

Psychoeducational Clinic of Temple University education.temple.edu/pse/psychoeducational-clinic

Provides low-cost comprehensive psychoeducational evaluations.

AAA Neuropsychology aaaneuropsych.com

Offers neuropsychological and psychological assessment and treatment services. Accepts several insurance plans, including United Healthcare. Also offers sliding scale options based on financial need.

Center for Psychological Services centerpsych.com

Offers psychological and educational testing, neuropsychological and neurodevelopmental diagnostic evaluations.

Intercommunity Action/Greenridge Counseling Center intercommunityaction.org

Provides comprehensive assessments and evaluations for a wide range of psychological and behavioral concerns at affordable rates.

Drexel Psychological Services Center drexel.edu

Offers diagnostic assessments with sliding scale fees.

Neuroanalytics, LLC neuroanalyticsllc.com

Evaluations for ADHD, learning disorders, academic accommodations, and autism. In network with some insurance.

Center for Child Assessment and Therapy ccatmedia.com

Offers psychoeducational testing and ADHD evaluations. Does not accept insurance.

Clinical Neuropsychology Associates cnaphilly.com

Offers neuropsychological testing. Accepts some insurance, but does not accept United Healthcare.

Springfield Psychological springpsych.com

Provides psychoeducational testing. Accepts insurance including United Healthcare.

If insurance coverage is not an option for you, the **BMC Student Assistance Fund** may be able to subsidize some of the cost for evaluation services.

What will an evaluation involve?

- Intake appointment: answering questions about current struggles and learning history.
- Scheduling an appointment for testing:
 - Testing will likely involve two to three meetings of a couple hours each.
 - Testing will look at learning potential, visual memory, processing speed, among other learning processes, to get a complete picture of a diagnosis and its functional impact on my ability to learn.
- Clinician will generate a report in a couple of weeks.
- Meeting with the clinician to review the report, you will be provided with your own physical copy.

How to incorporate testing results into your life at Bryn Mawr:

Did I receive a diagnosis that makes me eligible for accommodations? (Is there substantial limitation to a major life activity?)

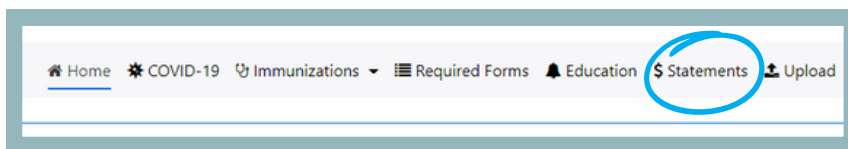
- If so, schedule an appointment with Access Services to share information. Access Services will work with you to determine if you are eligible for accommodations. If you are, Access Services will work with you to inform professors.

HOW TO: SUBMIT CLAIMS TO INSURANCE

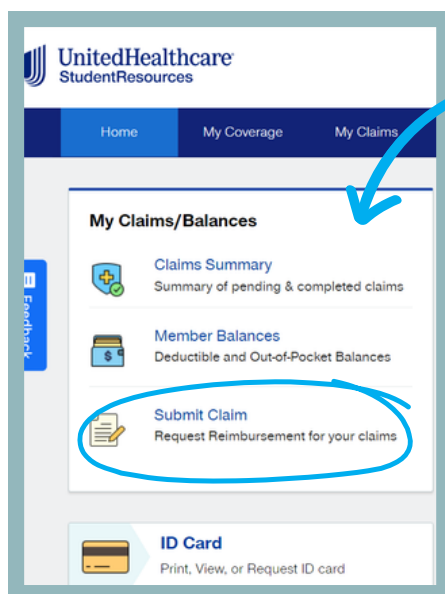


Usually, your medical or mental health provider, especially if they are in network with your insurance plan, will submit a claim for you. For instances when you visit a provider outside of your network plan, you may have to do this yourself.

- **Gather your receipt, statement, or invoice you would like to be reimbursed for.**
 - **BMC Health and Wellness Center charges:** your walk out statements can be downloaded from the [Patient Portal](#). To do so, select "\$ Statements" at the top of the Patient Portal home page.



- **Bills from off-campus providers:** reach out to the off-campus service provider's office and request a statement.
- **Submit claim to insurance → for United Healthcare (UHCSR), the Bryn Mawr College student plan:**
 - *If you have not yet done so,* set up your UHCSR account at firststudent.com and navigate to "My Account."



- Log in to your UHCSR account, at myaccount.uhcsr.com, and on the left hand side of the home page, is "My Claims/Balances" and "Submit Claim."
- This will lead you to an online form where you can upload and submit your HWC statements or paid bills from off-campus providers .

- **Submit claim to insurance → for other insurance plans:**
 - Log in to your insurance portal account and submit documentation for claims.

If you need help with this process, HWC staff are available for free case management meetings. Case management services assist you with accessing community referrals as well as helping navigate health insurance questions.



HEALTH AND WELLNESS CENTER REGULAR HOURS:

Monday-Friday: 9 am-5 pm

Saturday 9 am-2 pm by appointment only.

Call (610) 526-7360 for a same day evaluation / appointment.

WHEN THE HEALTH AND WELLNESS CENTER IS CLOSED:

Please call (610) 526-7778 to speak with a counselor.

You can use the MySSP app which is available free to all students.

More information about MySSP on [page 3](#) of this resource.

Please call (610) 517-4921 for medical issues and to speak with a medical provider.

If you are experiencing a mental health crisis on-campus, urgent care is available 24 hours a day. Contact Campus Safety (610) 526-7911 for transportation to Bryn Mawr Hospital Emergency Room.

Remember that in a true emergency situation, you should seek treatment at the hospital emergency room. Finances can be worked out later, if necessary.

