

Frequently Asked Questions about Hope Connect@VSU

What should I expect when I call the 24/7/365 support line?

- You can reach the 24/7 support line by calling 833-910-3365.
- You will be greeted by a phone prompt asking you to press #1 if this is an emergency or stay on the line if not.
- You may experience a short delay in speaking to a clinician. The average wait time is less than 30 seconds.
- The clinician who answers the phone can provide support in the moment for your situation or help link you to appropriate therapy and referral options from a provider in our network.

What types of things can the 24/7/365 support line help me with?

- The 24/7 line offers immediate support, regardless of your location, to help you manage your concerns. Common reasons that students call include:
 - Feelings of anxiety, depression, or stress
 - Relationship problems or worries
 - Grief and loss
 - Help with coping skills
 - Support between therapy sessions or while waiting to see a therapist
- The 24/7 support line is also available to connect you to no cost therapy through a telehealth or face-to-face therapy provider for up to 5 visits per issue per year. The clinician will ask you some questions to get a sense of your concerns and what you are looking for (immediate support, a connection to counseling or both).

Are there limits to the mental health services I can access through Hope Connect@VSU?

- You have unlimited access to the 24/7 mental health support line to speak with a clinician about your mental health needs.
- For both telehealth and face-to-face counseling, you will have access to 5 therapy sessions per issue, per year without any cost to you.
- There is no limit to the number of times you can meet with a prescriber, and the number and frequency of recommended appointments will be decided by the prescriber.
- You have unlimited access to the Personal Navigators for help with specialty referrals or other resources that will support you.

What are the wait times to speak with a counselor?

- When you call the 24/7 support line, your call should be answered in less than 30 seconds. From time to time, it may take slightly longer but if your call is an emergency, please press #1 to be routed directly to a clinician.
- If you would like a referral to a therapy provider, you will be offered 2 options for services; 1) telehealth and 2) face to face:
 - For telehealth services, appointments can be scheduled in the system while on the phone with the clinician. Appointments are generally available for same and next day services.
 - Students who prefer to meet face-to-face with a counselor will be referred to providers in the network with known appointment availability. The appointment with the provider will be scheduled based on the provider and student availability. Students are typically offered an appointment within a week to 10 days. If you need an appointment sooner rather than later, we will work with you to find an appointment that suits your needs.

Can my preferences for a mental health provider be accommodated?

- The clinician on the 24/7 support line will gather information about your preferences in a therapy provider. This could include gender, cultural or ethnic preferences, specialties and insurances accepted and we will work to find you options for a provider that meets those preferences.

I heard that students get 5 sessions per problem, how are problems defined and what are my options when I have used 5 the sessions?

- Problems are defined by the specific concern you are having, i.e., what is going on in your life at that time that is leading you to seek mental health care.
- Problems are *episodic* rather than *diagnostic*, meaning you may call about issues that are related to a specific diagnosis on more than one occasion, with different concerns treated as different problems—for example, a student who experiences anxiety about test-taking and then later in the year experiences anxiety about finding a summer job would be presenting with two different problems (test anxiety and anxiety about employment).
- If you need more sessions after the five sessions have been utilized, you can continue to work with the same clinician using insurance benefits or out-of-pocket payments. In the rare case of needing to transfer to a different clinician due to insurance compatibility or any other reason, a Navigator can assist you with that process.

Do I have to provide any information about my insurance?

- You will be asked for your insurance information when you set up counseling sessions.
- We ask for this in the event that you want to continue with the provider beyond your five free sessions so that you can be matched with a provider who accepts your insurance plan.
- Students are not required to provide this information to get access to services and if you do not have insurance, we can connect you with a Navigator to assist you should you need to access care beyond the 5 sessions.

How does the appointment scheduling work if I want to meet with a counselor?

- You have the option to meet with a counselor capable of providing face-to-face visits, or you can access telehealth visits through LiveHealth Online.
- If you choose LiveHealth Online, the 24/7 support clinician on the phone can work with you to get you registered on the LiveHealth Online platform. Once registered, you will be able to search for provider who fits your specific gender, demographic, ethnic or other preferences. The LiveHealth Online network currently offers same and next day appointment availability.
- If you choose a provider in the face-to-face network, you will be offered referrals to 3 providers local to you with known appointment availability. Scheduling of the session with the provider will be dependent upon your and the treating providers' schedules. A Navigator will follow up with you to ensure you have been able to find an appointment with one of the providers you were offered.
- The clinician on the phone provides you with information about how to find and schedule a clinical appointment so that you can have maximum flexibility to choose a clinician who matches your preferences and availability. A Navigator will then follow up with you to ensure that you have been able to make an appointment, and if needed, the Navigator will assist you with getting connected with a clinician.

How do I access the teletherapy sessions?

- You can access virtual therapy appointments via the LiveHealth Online app.
- Students who wish to enroll in virtual visits through the LiveHealth Online platform will be given a coupon code and will be emailed instructions about how to access the app.
- You will then be able to schedule an appointment by date and/or by therapist.
- Once you select a date and time that works, there will be a prompt for some additional information.
- You will be sent a confirmation email as well as a reminder email 15 minutes before the start time of the visit.

What are Navigators and how can they help me?

- Navigators can assist you in accessing mental health providers, specialty providers, housing and food supports and or other services that will help support your academic success.
- Navigators can help you with referrals to network or community providers based on factors including, but not limited to, location, language, and clinical specialty.
- Navigators also support students who participate in the self-guided ICare training course.
- You can reach the Navigators by calling the Counseling Center and requesting services: 229-333-5940.

What is ICare and how does it work?

- ICare is a self-guided online program that helps you learn about emotions, how to set goals and approach challenges, how to address unhelpful thoughts, and teaches you ways to feel

better. In addition to the core content, you can also select from one or more optional modules:

- Sleep
 - Perfectionism
 - Appreciation & gratitude
 - Self-worth
 - Alcohol & emotion regulation
 - Rest and relaxation
 - Acceptance
 - Reducing brooding
 - Excessive worrying
- The ICare program was developed specifically for undergraduate and graduate students.
 - It is comprised of seven sessions (which can be completed about once a week, or on your own schedule) plus a bonus review session.
 - An ICare Navigator will help guide you through the program.
 - ICare is not therapy or a substitute for care from a doctor or licensed mental health provider, but it can help you to learn skills to help you better manage your emotions.
 - When you are signed up for ICare you should expect a call from a Navigator who will walk you through accessing the ICare program and the interface.
 - As you work through the modules the Navigator will check in with you periodically to see how you are doing and coach you through the process.
 - Call your Counseling Center (229- 333-5940) to ask about a referral for ICare. The clinician will then set you up with an ICare Navigator.

I heard there was also a service where I could speak to someone about medication for my mental health concerns. What is that and how do I access it?

- You have access to an online prescribing clinic for evaluation and management of mental health medications. To access these services, you should contact the Counseling Center (229- 333-5940) to receive a referral to the prescribing clinic.
- The Prescribing Clinic is available: Monday through Friday 11am-7pm and Saturdays 9am-3pm.

What should I expect when I schedule a visit with the prescribing clinic?

- When you are referred to the prescribing clinic for a visit, the scheduling team will attempt to contact you at least three times to schedule an appointment that is convenient to your schedule. The first attempt to reach you will be within 24 hours of the referral and we are currently offering same and next day appointment availability.
- If we are unable to contact you in those three attempts, we will let the health or counseling center know we have been unable to reach you to schedule the visit.

- After scheduling the visit, you will be asked to complete initial intake paperwork including a Release of Information Form allowing for information to be shared with the Counseling Center. If you do not want your information to be shared with the counseling center that will not prohibit you from accessing services. All of the paperwork can be completed and signed online.
- Your telehealth appointment with the provider will be conducted over secure HIPAA compliant technology.
- At the time the appointment is scheduled and on the day of your visit, you will receive a reminder email including the link to join your telehealth session.
- When you join your session, you will initially be placed into a virtual waiting room. When the provider is ready, they will admit you to the session.
- At the conclusion of the session, you and your provider will schedule your next follow up appointment at a date and time that is convenient for you, generally 3-5 weeks from your first visit.
- If you signed the Release of Information the record of your visit will be shared with the counseling center within 24 hours.