

## How-To Guide: Connecting with mental health services through United insurance

Note: Some insurance plan members have most of their medical services covered through one health insurance company, but have mental health services covered by another insurance contract. Some plans that are NOT United have mental health coverage through United, and some United plans have mental health coverage through another insurance. It is a good idea to call your insurance company to confirm which insurance provides your mental health coverage and what steps you need to take to find in-network providers with that insurance.

- If you would like to know how much visits will cost, call Member Services / Customer Service (the phone number should be on the back of your insurance card) to ask for your mental health benefits information.
  - You can use the “[How-To Guide: Calling to clarify your insurance coverage for mental health services](#)” for guidance around what specific questions you can ask to determine insurance coverage.
  
- With most United insurance plans, you can use the website [www.liveandworkwell.com](http://www.liveandworkwell.com) to search for in-network mental health providers. (Prior to conducting your search, it is a good idea to call your insurance to verify that this is the correct website for your plan.)
  - Scroll down to “Find a Provider” and click the “Tour our provider search” link.
  - Enter the 94305 zip code and click “Search.”
  - The left menu has an option for “Provider Type.” If you are interested in a medication evaluation or med management, select the box for “Psychiatrist.” If you are interested in therapy, select the boxes for “Master Level Clinician” and “Psychologist.”
  - Do NOT check the box for “Accepting New Patients,” as this information is not always kept up to date.
  - You may also narrow the search by gender of the therapist/psychiatrist.
  - For further narrowing of your search, you can go to the top of the search results page and click “select area of expertise.”
  - When you review the search results, skip past Lucille Packard Children’s Hospital (most Stanford students are outside of the age range that they serve).
  
- You may use the “[How-To Guide: Calling Therapists/Psychiatrists](#)” for guidance in reaching out and calling individual providers.

For additional information about connecting with mental health services off campus, go to:  
<https://vaden.stanford.edu/caps-and-wellness/counseling-and-psychological-services-caps/referrals>