

# University of Massachusetts Boston

## UHS Counseling Center Referral Guide

The Counseling Center supports students in taking care of their emotional well-being so they can take full advantage of their education. Sometimes, students' needs are best addressed by off-campus services. Examples include:

- The student is interested in ongoing weekly, long-term, or open-ended therapy
- More specialized or intensive care is indicated
- The student is interested in services we don't provide (e.g. longer-term care, neuropsychological testing)

### **Step 1: Learn about your insurance**

Contact your insurance company (phone number on the back of the card, or website) for information about your plan: *What is my copayment? Do I have a deductible? Do you cover telehealth? Do I need a referral from a Primary Care Physician (PCP)? Can you send me a list of therapists in my zip code? Do I have any out of network benefits?*

Many insurances require a co-payment for therapy, so it is important to plan for that. In-network means the therapist bills insurance directly, out-of-network means you pay the therapist then can get some reimbursement.

### **Step 2: Find and contact potential therapists**

*(Highlighted practices indicate special commitment to serving LGBTQIA+ and BIPOC communities, and/or advertise clinicians who hold diverse identities)*

- I. **Searchable databases** are great for students wanting longer-term therapy and who may have more specific requests for their therapist. Narrow down by location, insurance type, language, issues and/or types of therapy before reaching out to therapists:

*Hi, my name is Sara - I'm 19 and an Asian American female and I am hoping to find a female therapist of color to help me cope with depression and college stress. I have Aetna and am available Friday afternoons and weekends. Do you have any current or upcoming openings? Thank you.*

[www.psychologytoday.com](http://www.psychologytoday.com) offers a searchable database for students wanting longer-term  
[www.mytrucircle.com/](http://www.mytrucircle.com/) and [www.innopsych.com](http://www.innopsych.com) specializing in finding clinicians of color  
[www.therapymatcher.org](http://www.therapymatcher.org) or call (617) 720-2828 to be matched with a MA social worker  
[www.openpathcollective.org](http://www.openpathcollective.org) therapists have agreed to provide treatment at a reduced rate  
[www.medainc.org/treatment-providers/](http://www.medainc.org/treatment-providers/) for clinicians who treat eating disorders  
<https://iocdf.org/find-help/> for clinicians who specialize in the treatment of OCD

- II. **Local group practices** are great for students who are interested in longer-term therapy, and open to different types of therapies and therapists (there is more potential availability but possibly less choice). Below is a list of the practices we most commonly refer students to (they accept the student BCBS, sometimes other insurances too):

[Ally Integrated Healthcare \(prescribing only\)](#)

[And Still We Rise \(Boston, and prescribing, specializing in care for women, BIPOC, Queer, Trans communities\)](#)

[Arbour Counseling \(Brookline, Boston\) \(inc. MassHealth\)](#)

[Aviva Psychology Services \(Boston\)](#)

[Boston Evening Therapy Associates \(Brookline\)](#)



Clinical Alliance Services (Boston and Cambridge)  
Collaborative Insight Counseling Associates (Boston)  
Dana Group Associates (Needham) (inc. Mass Health) (and medication services)  
Elephant in the Room Counseling (Quincy, group practice of Asian American Clinical Social Workers)  
Life Changes Group (Brookline, Cambridge, Somerville, Newton)  
LifeStance Health (Offices throughout the state) (and testing services)  
Light House Behavioral Health and Wellness Center (Hyde Park) (inc. MassHealth)  
Mass Bay Counseling (Quincy)  
Mass Mind Center (Boston) (and medication services)  
Neighborhood Counseling & Community Services (Somerville) (inc. MassHealth)  
Nova Psychiatric (Quincy) (and medication services)  
Rasi Associates (Boston) (and medication services)  
Revive Counseling and Wellness Center (Boston and Malden)  
TCA Counseling (Brookline) (inc. Mass Health)  
The Therapy Room (Boston)  
Trust Therapeutics (Boston) (inc. Mass Health)  
Whole Living Center (Cambridge)

Some larger **clinic/hospital based practices** are restricted to residents of certain areas or existing patients; they accept most insurances (including Mass Health and uninsured persons); many can offer counseling and medication:

Advocates Counseling (Metro-West area)  
Aspire Health Alliance (Quincy)  
Atrius  
Beth Israel Lahey Health Behavioral Services (North Shore and Boston area)  
Boston Medical Center/BMC  
Fenway Health  
Geiger Gibson (close to campus on Mt Vernon St)  
Harvard Vanguard  
Massachusetts General Hospital/MGH  
North Suffolk Mental Health  
The Brookline Center (Brookline residents only) (Mass Health)  
Riverside Outpatient Therapy (Milford, Newton, Norwood, Somerville, surrounding areas)  
South Bay Community (Boston, Chelsea)  
South Cove (Quincy)

### Step 3: Tips for starting with a new therapist

- Wait lists are common at times of high demand
- If you are open to remote therapy, you can expand your search to other parts of MA for sooner availabilities
- Consider asking the therapist you meet with questions: *How often can we meet? What is your experience helping people with my symptoms? Are sessions remote or in person? What is your cancellation policy?*
  - o Did you feel respected, heard, and understood? Finding the best fit and a good match takes time!

Contact us for more individualized support and recommendations, if you are struggling to find a good fit. Great news if you found a good match! You can request that any medical records be faxed to a new provider.

617-287-5690 / [counseling.center@umb.edu](mailto:counseling.center@umb.edu) / 24/7 crisis support 855-634-4135

