Off-Campus Referrals for Kaiser or Medi-Cal

**Kaiser Permanente**
In Orange County, call **714-644-6480**, Monday-Friday 8am-5pm to request a therapy and/or psychiatry appointment. They will complete a brief phone screening and assign you a telephone appointment time.

For urgent matters, you can call **Kaiser’s 24/7 Crisis Line at (800) 900-3277**.

**Medi-Cal**
If your Medi-Cal plan is registered in Orange County, it is operated by CalOptima.

1. **CONTACT CAL OPTIMA:** For mental health referrals, you can call CalOptima’s screening hotline at **(855)-877-3885**.
   They will complete a brief phone screening and provide you with at least three referrals for local therapists.

2. **CONTACT THERAPISTS DIRECTLY:**
   Be prepared to make calls and leave voicemail messages for several providers.

   The following is a phone script you can use as a guide when you contact a therapist:
   Hi, my name is _____.
   I would like to start therapy with you to work on _____.
   I am a university student and have Medi-Cal insurance.
   I am available _____. (Days/Times of day)
   My phone number is _____. [repeat your phone number twice] and I will be awaiting your call back.

   We suggest you give providers 2-3 business days to call you back.

   When the therapists call you back, you want to verify:
   a. They currently accept Medi-Cal insurance
   b. If they are providing teletherapy and/or in person services at this time
   c. Their specialties and if it’s a match with your needs
   d. Their schedule and availability

   You can schedule directly with the therapist or let them know you’ll call them back if you’re unsure.
If you do not hear back:

a. Try calling a second time
b. Try email (please note email is less secure as far as confidentiality is concerned)
c. Move on to other providers.

3. AT YOUR FIRST APPOINTMENT: Expect there to be some intake paperwork (please note that the therapist may send this to you ahead of time).

THINGS TO REMEMBER:

1. If you have Medi-Cal or Kaiser based in a County other than Orange County, or you have further questions about the referral process, you are encouraged to contact the Counseling Center main line (949-824-6457) and request a Referral and Resource Support Appointment with one of the Clinical Social Workers.

2. Email communication is not confidential. Making a phone call is a better way to protect your confidentiality.

3. For urgent matters please call the Counseling Center at (949) 824-6457, and if it's after hours or on weekends, press option 2 to reach the after-hours crisis line. For emergencies, call 911 or the UCI Campus Police at (949) 824-5223.

UCI Counseling Center

949-824-6457
https://counseling.uci.edu/