Off-Campus Referrals for Students with SHIP Residing in California only

1. Do you have a hard copy of your SHIP ID card or do you have your SHIP Insurance Card downloaded on your phone?

   Please note that your SHIP insurance is Anthem Blue Cross PPO.

   From your mobile device or tablet: Go to App Store® or Google Play™ and download the “StudentHealth” app. Register and view your electronic insurance card.

2. Find therapy (and/or psychiatry referrals):
   a. Obtain a list of referrals from Counseling Center Clinical Case Managers (see numbers on page 2)
   b. Visit https://www.anthem.com/ca/find-doctor/
   c. Use https://www.psychologytoday.com/ to find providers

3. Call the therapists directly:
   The following is a phone script you can use as a guide if you need to leave a voice mail when contacting a therapist:
   Hi, my name is _______.
   I would like to start therapy with you to work on _____.
   I am a student from UCI and have Anthem Blue Cross PPO insurance (your SHIP insurance).
   I am available _____ (Days/Times of day).
   My phone number is _______ [repeat number twice] and I will be awaiting your call back within the week.

   When the therapists call you back, you want to verify:
   a. They still accept Anthem Blue Cross PPO IN-NETWORK (if they speak of a ‘superbill’ or being ‘out-of-network’ this will cost a lot more money).
   b. If they are providing teletherapy and/or in person services
   c. Their specialties and if it’s a match with your needs
   d. Their schedule and availability

   You can schedule directly with them or let them know you’ll call them back if you’re unsure.

   **When you schedule an appointment, obtain their address - including fax number if they have one - for step 4 (see next page).**
4. Once you have an appointment scheduled, you need to contact the UCI Student Health Center Insurance Office to request a referral to the provider you've selected.

You can call them at 949-824-2388
· You can email them at shc-insurance@uci.edu, though please note that email is not secure or confidential.
·
You will need to provide them with the name, address, phone number, and fax number (if they have one) of the therapist you are going to see. The Insurance Office will then send a referral to the therapist on your behalf.
·
Please try and contact the Student Health Center for the referral one week PRIOR to your first appointment, if possible.

5. During your first in-person appointment expect there to be some intake paperwork (or the therapist may send it to you ahead of time).

Things to Remember:

1. Your copay with SHIP is $10 per session.

2. If you have further questions about the referral process you are encouraged to contact your Counseling Center provider that gave you a list of referrals.

If you've never been assigned a Counseling Center provider and are viewing this Tip Sheet on your own, we recommend you call the Counseling Center main line at 949-824-6457 and request a Referral and Resource Support appointment for assistance from a Clinical Social Worker.

3. Email communication is not confidential. Making a phone call or using secure message via the health portal is a better way to protect your confidentiality.

4. Please note if you want to try a different provider, you will need to contact the UCI Student Health Center Insurance Office again prior to seeing a second provider and complete a new referral. Each provider requires a separate referral form.

5. 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/