



AMERICAN UNIVERSITY  
W A S H I N G T O N, D C

Thank you for entrusting your care with the American University Center for Well-Being Programs and Psychological Services. In this packet you will find the following resources and information for future use.

- Crisis Card
- Services Guide
- Group Therapy Information
- Referral Resource Guide
- American University Insurance Plan Information
- Mantra Health Information

If you have questions or concerns, please do not hesitate to contact us.

*Looking for* **MENTAL HEALTH CRISIS RESOURCES?**  
Call, Text, or Chat

**24 HOURS A DAY : 7 DAYS A WEEK : 365 DAYS A YEAR : FREE : CONFIDENTIAL**



**TRANS  
LIFELINE**  
877-565-8860



**988**  
SUICIDE  
& CRISIS  
LIFELINE

Are you a young person of color?  
Feeling down, stressed or overwhelmed?  
**Text STEVE to 741741**

**THE TREVOR PROJECT**  
Saving Young LGBTQ Lives

24/7 Trevor Lifeline  
866.488.7386

TrevorChat

TrevorText

TrevorSpace

[www.thetrevorproject.org](http://www.thetrevorproject.org)

OR 1-800-273-TALK (8255)  
CHAT: 988LIFELINE.ORG  
FOR DEAF & HARD OF HEARING:  
DIAL 711 THEN 988

 **Veterans  
Crisis Line**  
1-800-273-8255 **PRESS 1**  
Text to  
**838255**



**AU After-Hours  
ProtoCall**  
**202-885-7979**

**TEXT "START"  
TO 741-741** CRISIS TEXT LINE |

*Resources Shared By:* THE CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES  
[WWW.AMERICAN.EDU/STUDENT-AFFAIRS/COUNSELING](http://WWW.AMERICAN.EDU/STUDENT-AFFAIRS/COUNSELING)  
MCG 214: 202.885.3500 @auwellbeing



# Center for Well-Being Programs and Psychological Services Guide

**Well-Being Programs:** Provides students with information regarding wellness, sexual health, and alcohol/drug abuse prevention. To request programmatic services: [WBCprograms@american.edu](mailto:WBCprograms@american.edu).

**Psychological Services:** Provides brief individual therapy (6-8 sessions per academic year), group therapy, community referral assistance, and consultations. Virtual services are available for students located in DC at the time of their appointment. To schedule an initial consultation, call **202-885-3500**.

**Single-Session Appointments:** Single-Session Appointments allow you to meet with a clinician in a confidential setting for a targeted concern that does not require ongoing care. They are not designed for crises or ongoing support. To schedule, call **202-885-3500**.

**Victim Advocacy Services:** Advocates provide free, confidential, appointment-based services to students who are affected by sexual violence, interpersonal violence (dating or domestic violence), and stalking, as well as comprehensive sexual violence prevention programming. To schedule, call **202-885-3500** or visit our website.

**Alcohol and Other Drug (AOD) Consultations:** The AOD Prevention Specialist does not provide AOD treatment, but rather provides consultation and education about substance dependence and harm reduction methods. To schedule, email [rdenson@american.edu](mailto:rdenson@american.edu).

**Eagles' Rest Sleep Program:** Take a free sleep assessment, receive individual sleep consultations, view tips for improving your sleep, or request a sleep kit. Visit <https://www.american.edu/student-affairs/counseling/eagles-rest-sleep-program.cfm> for more information.

**AU ProtoCall:** 24/7 crisis support that is available for all students, faculty, staff, and parents. Individuals can talk to a licensed clinician for support and get information on community referrals. To access AU ProtoCall, call **202-885-7979**.

**Mantra Health:** Offers free virtual mental health and wellness tools. Access self-care courses, wellness coaching, therapy, and on-demand support with licensed clinicians across all 50 states (12PM to 12AM EST). Sign up at <https://mantrahealth.com/american>.

**Q.P.R. Training:** Question, Persuade, Refer is an interactive training program that equips individuals with skills to help students who are expressing suicidal thinking. Training is available for faculty, staff, and student leaders. Request a training at [WBCprograms@american.edu](mailto:WBCprograms@american.edu).

## Offices that partner with the Center for Well-Being in supporting students:

Student Health Center: for students who are interested in medication management and psychiatry.

Academic Support and Access Center: provides information on accommodations, tutoring, and academic coaching.

Dean of Students: provides resources for student growth and development, as well as advocacy for students' needs.

AU Police Department: ensures the safety and security of the AU Campus community through community policing.



# Groups

## **Understanding Self & Others: Process-Oriented Relational Groups**

**Group 1 (In-Person): Monday, 2:00-3:15 pm** (Leaders: Dave Jean, Ph.D., and Maryam Khatami, LICSW)

**Group 2 (In-person): Wednesday, 3:00-4:15 pm** (Leaders: Dave Jean, Ph.D., and Dana Conzemius-Schindler, M.A.)

**Graduate Student USO (Virtual): Friday, 3:00-4:15 pm** (Leaders: Kate Larrabee, LICSW, and Nora McCormick, M.S.)

## **LGBTQ+ Group**

**Thursday, 10:00-11:15 am (In-Person)** (Leader: Lex Pulice-Farrow, Ph.D., and Jane Howitt, Psy.D.)

## **ASD Support Group**

**Tuesday, 10:00-11:15 am (In-Person)** (Leaders: Joy Hunter Psy.D., and Katie Rim, M.S.)

## **Black Folx Heal**

**Friday, 1:00-2:15 pm (Virtual)** (Leaders: Sabrina Roc, LMFT, and Varonica Johnson, LPC)

## **“C.A.R.E.” Connect and Reconnect Group**

**Tuesday, 2:30-3:45 pm (In-person)** (Leaders: Maura McFadden, Psy.D., and Katie Rim, M.S.)

## **How to D.E.A.L. Skills Group**

**Monday, 12:00-12:45 pm (Virtual)** (Leader: Marika Gilbert, Psy.D.)

**Wednesday, 11:00 – 11:45 am (In-person)** (Leaders: Lex Pulice-Farrow Ph.D., and Jane Howitt, Psy.D.)

**Thursday, 10:00 – 10:45 am (virtual)** (Leaders: Kate Larrabee, LICSW, and Dana Conzemius-Schindler, M.A.)

## **Law School Stress Management Skills Group**

**Wednesday, 3:00-4:15 pm (Virtual)** (Leader: Rachel Dietrich, LICSW, and Nora McCormick, M.S.)

Therapy groups are confidential and led by Well-being center clinicians. If you are interested in joining a **Therapy Group**, call 202-885-3500. During your initial consultation appointment, let your clinician know you are interested in group participation. For virtual groups, students must be physically located (not reside) in Washington, DC at the time of the group.

## **Therapy Groups**

### **Understanding Self & Others: Process-oriented relational groups**

Do you want to express yourself better in relationships? Do you want to build stronger and more meaningful relationships? Do you feel anxious, lonely, or isolated in the midst of so many people? Do you want to make changes but are not sure how to do so? These are common experiences for many students. This group is designed to create a safe environment for students to better understand who they are, explore relationship patterns, and try different ways of relating with other people all within a safe and confidential setting. Possible topics of discussion can include trust, intimacy, anxiety, anger, sadness, and isolation.

### **LGBTQ+ Group**

This group is designed for students who identify as lesbian, gay, bisexual, transgender, queer and other students navigating their sexual and/or gender identity. The group provides a confidential, safe, and supportive space for students to explore their sexual and/or gender identities, lived experience, coming out, dating, family, relationships, community, and other areas of interest to group members.

### **ASD Support Group**

Students who identify as being on the autism spectrum or those who have started the process of exploring autism spectrum issues are welcome to join this group to foster a community of individuals with similar experiences, navigate concerns, and celebrate strengths in a safe and supportive setting. Group members will explore the various ways neurodivergence shows up in their lives. Topics may include making and maintaining friends, rigidity around routines, sensory processing issues, masking automatic behaviors to fit in, and picking up and interpreting social cues.

### **Black Folx Heal**

The chronic onslaught of pain, marginalization, and brutalization of Black folx, compounded with the impact of a global pandemic continues to present challenges for Black folx and communities. This group will provide a space for Black students to recognize, explore, and process the Black lived experience, and decompress to better navigate a world that is too often a threat to Black existence.

### **How to D.E.A.L. Skills Group**

This 45-minute weekly group is designed for students who would like to learn how to cope with painful or strong feelings and learn how to manage them more effectively. This group will cover topics such as mindfulness, interpersonal effectiveness, social skills building, distress tolerance, maintaining friendships, conflict management, and emotion regulation. While there will be room to talk about one's personal life and concerns, the group is set up to function like a small class with group leaders teaching skills and participants sharing what it's like to practice them.

### **“C.A.R.E.” Connect and Reconnect Group**

The Connect And Reconnect Group (C.A.R.E.) is designed to promote a confidential and supportive space for survivors of interpersonal violence. Group members can decide together the most meaningful focus for the group and care will be taken in deciding when and whether to discuss specific traumas more directly. Possible topics that can be discussed are exploring how experiences of interpersonal violence can impact your sense of safety, the physiological effects of trauma, understanding feelings of guilt/shame and helping to building connections with others.

### **Law School Stress Management Skills Group**

This group is available to current Washington College of Law students who are interested in learning and practicing skills in a group led by the Washington College of Law Embedded Clinician. Group members will learn to utilize skills from Acceptance and Commitment Therapy, Dialectical Behavioral Therapy, and Cognitive Behavioral Therapy. This group is a good fit for students who struggle with feeling anxious and managing the intense and unique stressors associated with law school, while also balancing the ways in which life does not stop during law school (family stressors, romantic stressors, financial stressors, and more).



# AMERICAN UNIVERSITY

W A S H I N G T O N, D C

CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES

## **General Information on Seeking Off-Campus Care**

The Center for Well-Being Programs and Psychological Services (Well-Being Center; WBC) cares deeply about the well-being and safety of our students. The WBC has created this guide to provide more information about mental health-related referrals and resources that may be helpful to you, whether you are in the DC area or another state.

Please read on to learn more about some things you might want to keep in mind as you search for a mental health provider.

If you are experiencing a mental health emergency, please call 911 immediately or go to your nearest emergency department. You can also utilize the crisis resources listed below, all of which are available on the WBC website as well: <https://www.american.edu/ocl/counseling/>.

### Insurance and Payment

The first step to securing off-campus mental healthcare is to figure out how you will be paying for services. Many people opt to use their health insurance, which can cover a substantial portion of the cost of services, depending on your plan and coverage. If you are using this option, we recommend contacting your insurance company to ask some basic questions about your plan and coverage. You can do this in a few different ways:

- By creating an account on your health insurance plan's website—many sites offer a way to verify your benefits and search for providers when you log in. Creating an online account may be an efficient way to verify insurance coverage without making a phone call.
- By calling your insurance company—you can do this by looking for the phone number on the back of your insurance card.
- If you are a beneficiary on your parents' health insurance plan, and they are supportive of you seeking services, you can also ask them the questions below, or ask if there's anything they need to know from potential providers regarding costs. If you are on your parents' health insurance plan and they are not supportive of you seeking services, you may want to look at options you can pay for yourself—they can sometimes offer a "sliding scale," or reduced fee, for students paying for their own therapy.

### Questions to Ask Your Insurance Company:

- Do I have outpatient mental health benefits through my insurance? Do I have coverage for services in the DC area (if this is where you are located)? Which types of therapy are covered—individual, group, couples, family therapy? Is there a limit to how many sessions are covered within one year?
- Do I have a mental health deductible? (Some insurance types have mental health deductibles, meaning you must spend a certain amount of money out of pocket to 'meet'

the deductible before your insurance begins to cover your care.) If I do, how much is it? How much has been met?

- Do you require pre-approval or pre-certification for therapy sessions? If so, what is the procedure for getting pre-authorization or pre-certification? How many sessions do you approve at a time?
- How much does my plan cover for an in-network provider?
- How much does the plan cover for an out-of-network provider? What is the process for submitting a claim?

Ways to Search for Providers:

There are three common ways to search for a provider- your provider directory through your insurance company, asking friends or family for a recommendation, or using a search engine tool. Here are a few common directories to consider:

Psychology Today	<a href="http://www.psychologytoday.com">www.psychologytoday.com</a>
Good Therapy	<a href="http://www.goodtherapy.org">www.goodtherapy.org</a>
National Queer and Trans Therapists of Color Network	<a href="http://www.nqttcn.com/">http://www.nqttcn.com/</a>
Therapy for Black Girls	<a href="https://therapyforblackgirls.com/">https://therapyforblackgirls.com/</a>
Therapy for Black Men	<a href="https://therapyforblackmen.org/">https://therapyforblackmen.org/</a>
Therapy for Latinx	<a href="https://www.therapyforlatinx.com/">https://www.therapyforlatinx.com/</a>
Pride Counseling	<a href="https://www.pridecounseling.com/">https://www.pridecounseling.com/</a>
World Professional Association for Transgender Health	<a href="https://www.wpath.org/member/search">https://www.wpath.org/member/search</a>
Referral Aggregator Database	<a href="https://radremedy.org/">https://radremedy.org/</a>
American Psychological Association Locator	<a href="https://locator.apa.org/">https://locator.apa.org/</a>
National Eating Disorder Association	<a href="https://map.nationaleatingdisorders.org/virtual">https://map.nationaleatingdisorders.org/virtual</a>
Eating Disorder Referral	<a href="https://www.edreferral.com/finding-a-therapist">https://www.edreferral.com/finding-a-therapist</a>
Substance Abuse and Mental Health Association	<a href="https://findtreatment.samhsa.gov/">https://findtreatment.samhsa.gov/</a>
WellTrack Connect	<a href="https://welltrack-connect.com/">https://welltrack-connect.com/</a>
ThriveWorks (enrollment fee required)	<a href="https://thriveworks.com/">https://thriveworks.com/</a>

## The Process of Connecting

Once you've identified a few options for potential providers, the next step is to choose how you'll connect with them. If they have their own website, they may specify a preferred contact method, and you should follow that. Otherwise, it's up to you whether you call or email—you could also do both. In an email or voicemail, you'll want to include your name and contact information. Please make sure your voicemail box is set up and that it has enough space for them to leave a message! Even if you choose to send an email first, many therapists will suggest a phone consultation before scheduling an appointment.

**Scheduling:** It's a good idea to look through your weekly schedule ahead of time to identify the hours you are available to meet with a clinician. You may also want to think about what you would have scheduled after therapy, and if you will feel ready to do it.

**Initial Phone Calls:** Many providers offer a free 15-20-minute phone consultation call, during which they can learn more about you and the reasons you're seeking services. This also gives you a chance to ask them questions about their therapeutic style, experience, and approach. This phone consultation is also where you'd want to verify any types of insurance taken, and fees for session, as well as how they take payment.

Psychiatrists and psychiatric nurse practitioners (i.e., medical providers) may schedule you immediately, on the phone or via a website; we encourage you to ask about scheduling procedures at your first contact.

**Paperwork:** After your initial phone call, when you've scheduled an appointment, the provider may send you some intake paperwork to complete through a secure client portal or via email. They may ask you to complete it in advance.

**Cancellation policy:** Put your appointments in your calendar so you don't forget them! Many providers have cancellation and no-show policies, meaning if you do not show or cancel too late you may be responsible for most or all the cost of the session.

### Possible questions to ask providers during in initial phone calls:

- Can you confirm you take my insurance?
- If you are an out-of-network provider, will I be responsible for submitting my own paperwork for reimbursement, or can you help with that?
- What are your fees, and how much will sessions cost me?
- Do you have any sliding scale options for a full-time student?
- Will I have to pay at the time of the session?
- What kind of experience do you have in treating these types of concerns?
- Do you offer in-person or tele-mental health/virtual services?

### Possible questions therapists may have for you:

- Could you please tell me a little bit about yourself?
- Have you ever been in therapy before? If so, what type and when? Did you ever receive a diagnosis from that person?
- Why are you interested in therapy now?
- What are some things you'd like to work on in therapy?
- Are you on any medications?

## Emergency and Crisis Resources

- AU ProtoCall: 202-885-7979
- National Suicide Prevention Lifeline: 988 OR 1-800-274-TALK (8255)
- [Veterans Crisis Line](#): 1-800-273-8255 (Press 1)/ Text to: 838255
- Trans Lifeline: 877-565-8860
- [Are you a young person of Color?](#) Text "STEVE" to 741-741
- [The Trevor Project "Saving Young LGBTQ Lives"](#): 1-866-488-7386
- RAINN (Rape, Abuse and Incest National Network): 800-656-HOPE (4673)
- Veterans Crisis Line: 1-800-273-8255 (press 1) or text to 838255
- AIDS Hotline: 202-332-AIDS (2437)
- Alcohol and Drug Helpline: 1-800-821-HELP (4357)
- [Childhelp National Child Abuse Hotline](#): 1-800-4-A-CHILD (422-4453)
- Crisis Text Line: Text "START" to 741-741
- [DC Department of Mental Health Crisis Helpline](#): 1-888-793-4357
- [DC Rape Crisis Center Hotline](#): 202-333-7273
- [DC Victim Hotline](#): 1-844-4HELPDC (443-5732)
- Grief Recovery Helpline: 1-800-445-4808
- IMALive Crisis Chat: [www.IMALive.org](http://www.IMALive.org)
- [Network for Victim Recovery DC](#): 1-800-641-4028
- [RAINN](#) (Rape, Abuse, Incest National Network): 1-800-656-HOPE (4673)

## Helpful Resources:

Resilient Brain Project: offers a library of resources, tips, tools, and apps designed to address different mental health-related concerns.

Website: <https://resilientbrainproject.com/>

International Association for Suicide Prevention: includes contact information for crisis resources in different countries.

Website: [https://www.iasp.info/resources/Crisis\\_Centres/](https://www.iasp.info/resources/Crisis_Centres/)

International SOS: offers information on health clinics available worldwide, as well as emergency translator and interpreter services and legal assistance.

Website: <https://www.internationalsos.com/services/clinics>

ULifeline: an online resource for college mental health, through the JED Foundation, including information on various helplines.

Website: <http://www.ulifeline.org/>

HTH Worldwide: information on international student health insurance plans.

Website: <https://www.hthworldwide.com/>



# American University

## Student Health Insurance Plan

### 2024-2025



#### What's Included?

- Aetna is the Preferred Provider and will provide maximum benefits at lowest cost
- No-cost preventive care services
- Free 24-Hour nurse line - talk to a registered nurse anytime
- Mobile access - view digital ID cards
- Coverage when traveling
- Academic Emergency Services\*

#### More Information

For full details of participation in the plan, please view the complete brochure online at: [american.myahpcare.com](http://american.myahpcare.com)

#### Questions

To view Frequently Asked Questions or submit a request, please visit: [help.ahpcare.com](http://help.ahpcare.com)

#### Insurance ID Card

To access your ID card, please visit [american.myahpcare.com/additionalresources](http://american.myahpcare.com/additionalresources)

#### Eligibility

All full-time degree, resident and international students with F-1 and J-1 visas are required to have health insurance each school year. Students will automatically be enrolled in the Student Health Insurance Plan if they are required to have insurance and the annual premium will be charged to their student account. Domestic students may waive out of the plan with an approved waiver by the appropriate deadline.

Part-time students enrolled in at least 6 credit hours are able to voluntarily enroll in the Student Health Insurance Plan and have the premium assessed to their student account by completing the Voluntary Enrollment Form with the school.

Insured students are eligible to enroll dependents including their spouse, domestic partner, and/or dependent children.

\*Academic Emergency Services and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LCC, separate and independent companies from Academic HealthPlans, Inc. (AHP), a Risk Strategies Company.

2024-2025

## American University

This is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of plan benefits and programs and does not constitute a contract. Covered Expenses are subject to plan maximums, limitations, and exclusions as described in the Policy. The PPO network is Aetna.

This document contains a summary of your school's student health insurance policy benefits and restrictions as of the date of its publication; the summary document may differ from the benefits in the approved policy of insurance. The final policy may be pending approval by applicable federal and state regulatory authorities. The final approved policy of insurance is accessible upon approval at [american.myahpcare.com](http://american.myahpcare.com).

Academic HealthPlans, Inc. (AHP), a Risk Strategies Company is an independent company that provides program management and administrative services for the student health plans of Aetna.

## Benefits

(Deductible applies unless otherwise stated below)

	IN-NETWORK PROVIDER Payments are based on the Negotiated Charge	OUT-OF-NETWORK PROVIDER Payments are based on the Recognized Charge
University Health Center	\$0 Deductible per Insured Person, per Policy Year applies to all student health center services	
<b>Benefit Maximum</b> Per Insured Person, per Policy Year	Unlimited	
<b>Individual Deductible</b> Per Insured Person, per Policy Year	\$200	\$500
<b>Family Deductible</b> For all Insureds in a Family, per Policy Year	\$400	\$1,000
<b>Individual Out-of-Pocket Maximum</b> Per Insured Person, per Policy Year	\$6,350	\$25,000
<b>Family Out-of-Pocket Maximum</b> For All Insureds in a Family, per Policy Year	\$12,700	\$40,000
<b>Hospital Room and Board Expense</b>	80%	60%
<b>Inpatient/Outpatient Surgery</b>	80%	60%
<b>Physician, Specialist, including Consultants Office Visits</b>	80% (Deductible waived)	60%
<b>Outpatient Physical, Occupational, Speech, and Cognitive Therapies, including Cardiac and Pulmonary Therapy</b>	80%	60%
<b>Hospital Emergency Room</b> Copayment waived if admitted (Deductible waived)	100% after a \$150 copayment per visit	100% after a \$150 copayment per visit
<b>Diagnostic Testing</b>	80%	60%
<b>Mental Health and Substance Abuse Treatment Office Visits</b>	80% (Deductible waived)	60%
<b>Preventive Care Services</b> For more information, please visit <a href="http://healthcare.gov/preventive-care-benefits">healthcare.gov/preventive-care-benefits</a> (Deductible waived)	100%	100%
<b>Prescription Drugs</b> Up to 30-day supply per prescription (Deductible waived)	At pharmacies contracting with Aetna  100% after: Generic: \$15 Copayment Preferred Brand-Name: \$45 Copayment Non-Preferred Brand-Name: \$70 Copayment Preferred Specialty: 20% Copayment	100% after: Generic: \$15 copayment Preferred Brand-Name: \$45 copayment Non-Preferred Brand-Name: \$70 copayment

## Coverage Period & Cost

	ANNUAL 08/01/2024 - 07/31/2025	SPRING/SUMMER (New Students) 01/01/2025 - 07/31/2025
Enrollment Periods	05/14/2024 - 09/09/2024	11/26/2024 - 01/31/2025
Student	\$2,302	\$1,340
Spouse	\$2,302	\$1,340
One Child	\$2,302	\$1,340
All Children	\$4,604	\$2,680



Mantra Health



# Take control of your mental well-being

Get all-in-one access to free mental health and wellness support via the Care Hub.\*



## What's included:



### Self Care

Short, self-guided wellness courses for students wanting to improve their life skills anytime, anywhere.



### Emotional Wellness Coaching

Short-term, goal-oriented intervention for students wanting self-management strategies.



### Therapy

Holistic, evidence-based care provided by a highly trained therapist who understands the student experience.



### ConnectNow

In-the-moment support and problem solving with an experienced mental health professional.



## 4.9 star rating from students

"I had nothing but positive experiences with Mantra as a whole; my therapist was amazing, the referrals were always fast and helpful, and the care navigators were great, too."

## Sign up for the Care Hub to get started!

Use your @american.edu email address.



\*Up to 8 therapy sessions per year