## A GUIDE TO BEHAVIORAL HEALTH

**Important information about your behavioral healthcare options in Central Texas**

### ADULT OUTPATIENT PROGRAMS

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Seton Mind Institute</td>
<td>5407 Clay Avenue, Austin, TX 78756</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Northwest Hospital</td>
<td>11111 Research Blvd., Suite 340, Austin, TX 78739</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Medical Center Williamson</td>
<td>301 Seton Parkway, Suite 103, Round Rock, TX 78665</td>
<td>512-324-2039</td>
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</tbody>
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### ADOLESCENT & YOUNG ADULT OUTPATIENT PROGRAMS

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>UT Counseling and Mental Health Center</td>
<td>Student Services Building, 5th Floor, 100 E. Dean Keeton St, Austin, TX 78712</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Mind Institute</td>
<td>5407 Clay Avenue, Austin, TX 78756</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Shoal Creek Hospital</td>
<td>3501 MFA Avenue, Austin, TX 78731</td>
<td>512-324-2039</td>
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### GENERATIONS FOR SENIOR ADULTS

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<thead>
<tr>
<th>Location</th>
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### INDIVIDUAL THERAPY

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<tbody>
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<td>Seton Mind Institute</td>
<td>5407 Clay Avenue, Austin, TX 78756</td>
<td>512-324-2039</td>
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### OUTPATIENT PSYCHIATRY

<table>
<thead>
<tr>
<th>Location</th>
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<tbody>
<tr>
<td>Seton Mind Institute</td>
<td>Medical Park Tower, 1001 W 28th St, Suite 700, Austin, TX 78705</td>
<td>512-324-2380</td>
</tr>
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### INPATIENT TREATMENT

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<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Seton Shoal Creek Hospital</td>
<td>3501 MFA Avenue, Austin, TX 78731</td>
<td>512-324-2000</td>
</tr>
</tbody>
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**IS THIS AN EMERGENCY?**

Call 911 or visit the nearest Emergency Room.

**University Medical Center Brackenridge**

Psychiatric Emergency Department

601 East 15th Street
Austin, TX 78701

512-324-7903

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Our Behavioral Health Navigators can provide you with resources for children, adolescents, young adults, adults and seniors. Call 512-324-2039 now.
At Seton Behavioral Health Care, we offer support and programs to lead you through life’s challenges. We hope this educational guide helps you understand the resources available to provide healing and restoration for you or your loved ones. At Seton we provide healthcare that thinks with its heart. We believe in showing everyone the dignity and respect they deserve while providing the best care possible. Welcome to Humancare.

Understanding Behavioral Health

What is Behavioral Health?
• How you think, feel and act when faced with life’s difficulties
• How you see yourself, your life and the other people in your life
• Your emotional well-being and attitude

Why do I need this booklet?
• You think you need help, but you are not sure what type of help you need
• You want to take steps to change the way you think, feel and act, but you want to know what to expect from the different types of treatment
• You think a friend or family member may need help, but you are not sure what to do or how to help

Do I need help?
You might need support and help if you notice these things:
• You feel sad, nervous, overwhelmed or stressed and you do not know how to cope with these feelings
• You have struggles at work, school or with your friends or family
• You use drugs or alcohol to cope
• Your family and friends are worried about you
• You experience angry outbursts and may feel out of control at times

How do I get help?
• Read this booklet to find out which “level of care” is right for you or a family member
• Reach out and ask questions
• Call one of our Behavioral Health Navigators at 512-324-2039

What if I don’t have insurance?
• Please refer to the “Helpful Information” section of this guide for more information on payment
• Call a Behavioral Health Navigator at 512-324-2039
What is a Behavioral Health Navigator?

- Behavioral Health Navigators are licensed behavioral health clinicians who help you connect with services based on your needs
- You may meet with a Behavioral Health Navigator in a hospital, clinic or talk with them on the phone
- Behavioral Health Navigators can help you:
  - Understand what kind of behavioral healthcare you need
  - Find and get connected to behavioral health resources in your community
  - Problem-solve issues that may be getting in the way of you getting the care you need
- When you speak with a Behavioral Health Navigator, he or she will help figure out what you need and follow up with you to make sure you were able to connect with the resources you were given
- There are many different types of resources such as individual therapists, residential treatment, support groups and others that you will learn about in another section of this guide
- Behavioral Health Navigators can assist you with getting help for many different problems such as:
  - Depression
  - Anxiety or worry
  - Medication questions
  - Relationship problems
  - Drug or alcohol use
  - Suicidal thoughts
  - Problems with work or school
  - Finding help for friends or family members, including children

How do I talk to a Behavioral Health Navigator?

- Many behavioral healthcare settings and hospitals employ Behavioral Health Navigators
- If your healthcare team feels you could benefit from talking to a Behavioral Health Navigator, it may refer you directly
- Ask your doctor, clinic, or hospital for a referral to a Behavioral Health Navigator
- Call 512-324-2039 to speak with a Navigator, Monday through Thursday 8:30 a.m. - 6:15 p.m. and Friday 8:30 a.m. - 5 p.m.

How can I help someone who needs behavioral healthcare?

- Refer to the Helpful Information section at this end of this booklet

What is “level of care?”

- “Level of care” is a medical term that describes different types of treatment such as hospital care, office visits with a doctor or therapist, or support group meetings
- The choice and/or combination of treatment you may need depends on what is going on with you, how it affects your life and what is available in your area
- A doctor or therapist will help you decide what you need

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
What is a Partial Hospitalization Program (PHP)?

A Partial Hospitalization Program, or day hospital, is a very structured day program that provides several hours of therapy and skill building groups each day. You will participate in a daily routine in a PHP, but you will go back home each night.

Things you may be wondering about PHPs

How will I get there?
- Many PHPs offer transportation to and from the program
- Some insurance companies provide rides for medical appointments

What will my day at a PHP be like?
- PHPs typically meet Monday through Friday for about six hours (usually 9 a.m. to 3 p.m.)
- Some PHPs offer transportation and meals, but this can vary by program

How long does a PHP last?
- PHPs can last from one to six months, or as little as one week
- Before you finish the program, your treatment team will help you make a plan for your ongoing care and will make sure you have all the information you need, such as important phone numbers and medication information
What is a Psychiatric Emergency Department?
A Psychiatric Emergency Department (Psych ED) is an emergency facility designed specifically for behavioral health emergencies.

Things you may be wondering about a psychiatric emergency department

How will I get there?
- Patients can come for treatment to a Psychiatric Emergency Department as they would any hospital emergency room
- In some circumstances patients will be transferred to the Psych ED by a regular hospital emergency room or by the police department

What will my experience in the Psych ED be like?
- You will be in the care of medical experts, all with psychiatric experience
- You may be given medications while in the Psych ED or you may be given prescriptions when you leave
- The Psych ED staff will give you referrals or appointments for outpatient treatment or help you move to some type of inpatient treatment depending on your needs

How long will I stay at a Psych ED?
- How long you stay at a Psych ED depends on what your needs are; you may be evaluated and leave within a few hours or you may need to stay longer if you are waiting to transfer to an acute psychiatric hospital or residential treatment center

What is an Intensive Outpatient Program (IOP)?
An Intensive Outpatient Program is a group therapy program for people with many different types of issues including depression, anxiety and drug or alcohol use. You may be a good fit for an IOP if you are just getting out of the hospital or if you have tried other kinds of treatments and they have not worked for you.

Things you may be wondering about IOPs

How will I get there?
- Transportation is not typically provided to get to and from an IOP; you will need to be able to transport yourself, get a ride, access medical transportation through your insurance or use public transportation to attend an IOP

What will my session at an IOP be like?
- Most IOPs provide only group therapy, but some programs include individual therapy or skill-coaching sessions
- The first step to getting started in most IOP programs is to call the program to schedule an intake appointment

How long does an IOP last?
- IOPs typically meet three to five days a week for three to four hours a day over the course of five to eight weeks
- Most IOPs hold meetings during the day or evening

IOP Session Goals

- Meet with therapist to establish treatment goals and expectations
- Participate in daily discussions
- Practice skills learned in group therapy at home
- Return to group therapy to discuss how things are going at home

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
What is a Psychiatrist?

A psychiatrist is a doctor who specializes in mental health and emotional issues. Psychiatrists are licensed by individual states as physicians to practice medicine. “Board Certified” psychiatrists have passed the national exam given by the American Board of Psychiatry and Neurology. Psychiatrists may specialize in different issues or different age groups, such as children and adolescents, and provide evaluations and treatment that may include therapy and medications.

Things you may be wondering about seeing a psychiatrist

How do I find a psychiatrist?
- If you have insurance, call the customer service number on the back of your insurance card or go to the company’s website to get a list of providers in your network
- Call or search online for the Texas Medical Board and ask for a referral
- If you have a primary care doctor, ask him or her for a referral to a psychiatrist
- Many psychiatrists also advertise on a website called www.psychologytoday.com; this website has a “find a therapist” tool that lets you search for providers by location, insurance or specialty
- If you are a student, try the school’s counseling or health center; someone there may be able to suggest off-campus referrals

What if I cannot get an appointment?
- It can take anywhere from one week to three or four months to get an appointment with a psychiatrist as a new patient
- If the psychiatrists you have called have waiting lists, ask to be put on the list to be called if an appointment becomes available
- Put your name on several waiting lists and call regularly to find out if there have been any cancellations
- Ask your primary care physician about prescribing you medication while you are waiting for an appointment with a psychiatrist
- If you are experiencing a psychiatric emergency and you are in the Austin area, please go to the Psychiatric Emergency Room at University Medical Center Brackenridge; otherwise, please go to your nearest hospital emergency room

What will my appointments with a psychiatrist be like?
- The first appointment with a psychiatrist is an initial assessment and usually lasts about an hour
- After this appointment you will have follow-up appointments on a regular basis as determined by your psychiatrist

Psychiatric Appointment Progression

<table>
<thead>
<tr>
<th>First Appointment Assessment</th>
<th>Follow-up Appointments/Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Current and past symptoms</td>
<td>• Medication management (every 3 - 4 months)</td>
</tr>
<tr>
<td>• Past treatment history</td>
<td>• Regular follow-ups as determined by your doctor</td>
</tr>
<tr>
<td>• Medication history</td>
<td></td>
</tr>
<tr>
<td>• Discuss treatment plan with doctor</td>
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</tbody>
</table>

How long will I need to see a psychiatrist?
- You will likely need to see a psychiatrist for as long as you are being prescribed psychiatric medications
- Some primary care doctors will prescribe some psychiatric medications, which may allow you to stop seeing a psychiatrist

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
What is Individual Therapy or Counseling?

Individual therapy is a general term for helping to improve behavioral health by talking with a psychiatrist, psychologist or other mental health provider; another term for this is “talk therapy.”

Things you may be wondering about counseling

How do I find a therapist?

• Call the number on the back of your insurance card and ask for a list of providers
• Look into community clinics in your area
• Many therapists advertise on a website called www.psychologytoday.com; this website has a “find a therapist” tool that lets you search for providers by location, insurance or specialty
• If someone you know sees a therapist they like, try them out or ask the therapist for a referral to someone they recommend
• Call a therapist you may think you want to see; most therapists offer a 20-minute free phone consultation
• If you are employed, and your employer has an Employee Assistance Program (EAP), call the EAP for referrals
• If you are a student, go to the school’s counseling or health center; someone there may be able to suggest off-campus referrals
What will my appointments with a therapist be like?

- At the first meeting with a therapist you will fill out paperwork, learn what to expect at future appointments, get to know the therapist, and you will have a chance to ask questions.
- Therapy should be a safe place for you to work with your therapist; everything you talk about with your therapist will be kept private unless there is a life or death situation or you give written permission to share information with someone.
- You may want to attend three sessions to determine if you and your therapist are a good fit.
- Do not worry if you are not comfortable with the first therapist you meet with; it may take a few tries to find someone who is a good fit.

How long does therapy last?

- Sessions are usually 45 to 50 minutes long and may happen weekly or more often if needed.
- Therapy can be short-term, lasting only a few weeks or months, or long-term, lasting a year or more.

What do all those letters after their names mean?

There are many different types of therapists who can provide individual counseling. Here is a list of the types of therapists you may meet:

<table>
<thead>
<tr>
<th>Degree</th>
<th>Therapy Provided</th>
</tr>
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<tbody>
<tr>
<td>PhD</td>
<td>A Psychologist has a bachelor's degree and a doctorate, has completed two to three years of supervised experience and has passed a state licensing exam; he or she can offer individual therapy and psychological testing but cannot prescribe medication.</td>
</tr>
<tr>
<td>LCSW</td>
<td>A Licensed Clinical Social Worker has a bachelor's degree, a master's degree in social work, has completed two to three years of supervised experience and has passed a state licensing exam.</td>
</tr>
<tr>
<td>LMSW</td>
<td>A Licensed Master Social Worker has a bachelor's degree, a master's degree in social work and has passed a state licensing exam; LMSWs are required to be supervised by an LCSW.</td>
</tr>
<tr>
<td>LPC</td>
<td>A Licensed Professional Counselor has a bachelor's degree, a master's degree in counseling or a related field, has obtained two to three years of supervised clinical experience and has passed a state licensing exam.</td>
</tr>
<tr>
<td>LPC-I</td>
<td>A Licensed Professional Counselor Intern has a Bachelor's degree, a Master's degree in counseling or a related field, has passed an initial state licensing exam and is in the process of completing two to three years of supervised clinical experience; LPC-Is are required to be supervised by an LPC supervisor.</td>
</tr>
<tr>
<td>LMFT</td>
<td>A Licensed Marriage and Family Therapist has a bachelor's degree, a master's degree in marriage and family counseling or a related field, has obtained two to three years of supervised clinical experience and has passed a state licensing exam.</td>
</tr>
<tr>
<td>LCDC</td>
<td>A Licensed Chemical Dependency Counselor has completed a minimum of 60 credit hours of education, 270 classroom hours in chemical dependency, has passed a written exam and has completed an internship in the field of chemical dependency or has an approved degree.</td>
</tr>
</tbody>
</table>

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
What is a Support Group?
A support group is a group of people who share a common health concern or interest. Behavioral health or substance abuse support groups usually focus on a specific situation or condition, such as alcoholism, drug addiction, bipolar disorder, or depression. There are also groups for family members of someone struggling with these same issues. Support groups are not the same as group therapy sessions and do not need to be run by a licensed therapist.

Things you may be wondering about support groups

How do I find a support group?
- Search the internet for support groups in your area related to the issue you are experiencing
- Contact a state or national organization, such as NAMI (National Alliance on Mental Illness) or Alcoholics Anonymous, devoted to your condition or situation and ask about local support groups
- Ask your psychiatrist or therapist, or contact your community center, church, mosque, synagogue or temple
- The support group you choose will depend on what is available in your community

What can I expect from a support group?
- You will meet people with problems similar to yours
- Members of a support group share their personal experiences and offer emotional comfort and moral support
- Members of a support group may also offer practical advice and tips to help you cope with your situation
What is an Acute Psychiatric Hospital?
A psychiatric hospital is a place for people in crisis who may need safety monitoring and assessment as well as therapy and medication management. As being in the hospital interrupts daily life and is expensive, it should only be used when you need 24-hour care to keep you safe.

Things you may be wondering about psychiatric hospitalization

How will I get there and what will happen when I do?
- You may be brought to the hospital or a psychiatric emergency room by a friend or family member, by an ambulance or mental health deputy, or you may be able to drive yourself to the hospital
  - DO NOT drive yourself if you have been using drugs or alcohol; get a ride with a family member, friend or cab
  - Some psychiatric hospitals require you to go to a psychiatric emergency department first
- When you arrive you will go through a process called “intake” in which you will meet with hospital staff such as nurses, social workers and doctors or other medical providers
- You will be asked to place your belongings in a secure place for safety reasons so you should write down important phone numbers and keep your driver’s license/ID card and insurance cards with you
- You will be asked to fill out different types of paperwork including:
  - Medical history forms
  - Consent for treatment forms (so the hospital can care for you)
  - Release of information forms (so the hospital staff can talk to your family and friends or your doctor or therapist)
  - Insurance and billing forms
- These forms can be confusing so feel free to ask questions
- If you do not need acute psychiatric hospitalization, the staff will give you information on other treatment options before you leave

What is Inpatient Treatment?
- Inpatient Treatment is the highest level of care for people experiencing serious behavioral health issues, such as:
  - Being unable to function in your home, community, school or work
  - Substance abuse or addiction
  - Thoughts of harming yourself and/or someone else
  - Having difficulty with reality, such as hearing voices or seeing things
- The three common types of inpatient treatment are acute psychiatric hospitalization, substance dependence detox, and residential treatment for substance abuse, mental health issues, or both.
- Inpatient treatment requires you to stay during the day and night at a hospital or facility for a period of time.
What will my stay in the hospital be like?

- There will be visiting hours
- You will have access to a phone to make and receive calls
- Most hospitals will give you a code for your family and friends to use when calling and visiting to protect your privacy
- You will be included in creating your treatment plan, determining what your goals are while in the hospital and how the staff will help you meet those goals
- The psychiatrist may prescribe new medication or adjust the dosage of your current medication; medication cannot be given to you without your permission unless it is an emergency
- You will have access to therapy groups and other types of treatment as well
- Before you leave the hospital a social worker will meet with you to make a plan and additional appointments for continuing your treatment when you get home

How long does a stay in a psychiatric hospital last?

- Most hospital stays are only long enough to resolve the most urgent issues, and usually last from a few days to a few weeks
- The average psychiatric inpatient stay is three to five days

What should I bring?

All items you bring with you will be examined by patient care staff for security reasons.

<table>
<thead>
<tr>
<th>DO BRING</th>
<th>DO NOT BRING</th>
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</thead>
<tbody>
<tr>
<td>A few changes of clothes</td>
<td>Clothes that have drawstrings, shoes with laces, and belts and scarves</td>
</tr>
<tr>
<td>Alcohol-free toiletries</td>
<td>Weapons, potentially dangerous objects, alcohol, illegal drugs and medications</td>
</tr>
<tr>
<td>ID, insurance card and a list of phone numbers (family and friends)</td>
<td>Valuables (cash, jewelry, electronic devices)</td>
</tr>
</tbody>
</table>

Most hospitals do not allow cell phones, but you will have access to a phone while you are there.

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
What is Detox?
When you make the decision to stop drinking or using drugs you may need medical detox to stop safely. Depending on the drug you are addicted to it can be extremely dangerous and even life threatening to try and stop on your own. Acute detox is usually done in a hospital or residential facility where the staff are trained to monitor and treat your symptoms.

Things you may be wondering about detox

How will I get there?
• Often people come from an emergency room after being checked by a doctor; the emergency room staff will arrange for your transportation
• DO NOT drive yourself if you have been using drugs or alcohol; get a ride with a family member, friend or cab

What can I expect?
• Detoxing can be uncomfortable, but your doctors will do everything they can to make you as comfortable as possible
• It is safest if you are completely honest about what substances you have been using, as well as how much and how often, so that your doctor and nurses can give you the right medication to make your detox as comfortable as possible
• You may need additional support once you leave the hospital; your treatment team will help you identify your options

How long does it take to detox?
• The time needed to detox can be different for each person and may depend on the substance used and medical issues you may have
• On average, the stay is three to five days; you may not be fully detoxed or comfortable, but you will be safe to return home or to go to a residential treatment facility

What happens after I detox?
• An acute hospital stay for detox is just the first step in your treatment; most of the work to learn how to live your life sober is done in other settings, such as at a residential treatment facility or in a support group
• Your treatment team will help you plan the next steps
What is a Residential Treatment Center or Facility?

There are times when individuals have been to an acute psychiatric hospital and need more long-term care before starting outpatient treatment. Most often, residential treatment is for people with an addiction who need inpatient structure and support to stay sober after detox.

Things you may be wondering about residential treatment

How will I get there?
- You may go straight to a residential treatment center from a psychiatric hospital or detox facility, or you might be admitted directly to residential treatment
- You may be brought to a residential treatment center by a friend or family member, or you may be able to drive yourself
- If you are going to a residential treatment center from the hospital, the hospital may arrange for transportation for you
- Just like an acute psychiatric hospital, you will be asked to place your belongings in a secure place for safety reasons so you should write down important phone numbers and addresses and keep your driver’s license or ID card and insurance cards with you

How do I prepare for residential treatment?
- You will need to plan to stay for anywhere from 14 to 90 days or more
- Contact the facility to ask for a list of items you can and cannot bring or look on the facility’s website for this information
- If you are employed, you should either apply for FMLA or file for short-term disability with your employer before you go

What can I expect?
- Residential treatment provides clinical support and education about addiction and behavioral health
- You will have opportunities to practice new skills in a supportive environment to manage potential triggers for relapse and symptoms of behavioral health issues

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
HELPFUL INFORMATION

The following information will help you understand payment requirements, learn how to get the most out of treatment and learn how to help a loved one who may need treatment.

Getting the Most Out of Treatment

- Attend scheduled appointments
- Be open and honest with your providers
- Participate actively and practice the things you are learning
- Follow up with your doctor’s or therapist’s recommendations
- Take your medication as prescribed
- Bring up your questions or concerns
- Learn about making healthy choices to reduce the chance of a crisis, including changes to your sleep, diet, exercise and relationships
- Sign a release of information form for your family and friends to get them involved in your care

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
How Can I Help Someone Needing Behavioral Healthcare?
You can help a loved one experiencing behavioral health issues in many ways:

Recognize a crisis
If you are concerned that someone is at risk of hurting themselves or someone else and they are not willing to get help, you can call 911 and ask for a mental health officer; these are police who are trained to help people in a mental health crisis and they can assess the situation and assist someone in getting the help they need.

Provide support
Listen to them and encourage them to get the help they need. Let them know that getting help is important and a healthy step toward wellness.

Respect confidentiality
In order to get information about a family member or friend’s treatment, they will need to sign a consent for release of information that gives their doctor or therapist permission to talk to you; discuss this with your loved one before and during their treatment.

Coordinate care and payment for treatment
• If you are a family member or close friend of someone who is in inpatient care, you may be asked to coordinate with the hospital or facility providing this care during treatment and at discharge
• Dealing with an insurance company when you are having, or have just had, a behavioral health crisis can be stressful; one way to be supportive may be to help your loved one get information about what their insurance will cover and how much they will owe for their treatment.

Take care of yourself
Find support for yourself; options include talking to a therapist or finding a support group, such as NAMI or Al-Anon.

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
Paying For Treatment

OUTPATIENT TREATMENT

If you have insurance

• Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP):
  - Many programs bill you when you finish the program; if you can’t pay all at once you can ask about payment plan options before starting treatment
  - Your insurance plan may cover these treatments; the staff will talk to you about your coverage before you start treatment

• Psychiatrists and therapists:
  - Expect to pay your co-pay at each appointment
  - If your insurance is not accepted you may still get reimbursed from your insurance company if you have Out-of-Network Reimbursement Benefits; call the customer service number on your insurance card to find out if your insurance company will pay you back
  - If your employer offers an Employee Assistance Program (EAP) you may be able to get a certain number of free sessions with a therapist
  - If you have questions or concerns about payment, you should discuss them with your therapist or psychiatrist

• Average co-pay costs for outpatient treatment:
  - PHP: approximately $25 - $100 a day
  - IOP: approximately $25 - $80 a day
  - Psychiatrists: approximately $15 - 60 per session
  - Therapists: approximately $10 - $60 per session
  - Support groups: most are free

If you are uninsured:

• Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP):
  - Many programs bill you when you finish the program; if you can’t pay all at once you can ask about payment plan options before starting treatment
  - Ask if the program offers financial assistance
  - Remember to inquire about payment options BEFORE starting treatment
  - The average daily cost can range from $300 - 400 per day without insurance

• Psychiatrists:
  - Initial evaluations usually cost between $250 - $350 and follow-ups are $100 to $200 for 30- to 60-minute sessions
  - Payment is expected at each appointment
  - Remember to inquire about payment options BEFORE starting treatment

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
• Therapists:
  - Some therapists offer sessions at a lower rate called “sliding scale fees”; ask about this when you schedule an appointment
  - In bigger cities there are often non-profit agencies that offer counseling services for the uninsured or underinsured
  - For referrals in Central Texas, contact 211 or a Seton Behavioral Health Navigator at 512-324-2039

• Uninsured financial help:
  - If you are uninsured and cannot pay the full fee to see a psychiatrist or therapist, most communities have state or city funded agencies or Community Mental Health Centers (CMHC) that may be able to help
  - To find a CMHC, call 211 or search online
  - In some cities, you can find non-profit agencies that offer counseling services
  - Be aware that you may have to go through a screening process and these agencies may have waiting lists
  - These clinics often take Medicare, Medicaid, MAP (Travis County) and marketplace insurance plans
  - For referrals or more information about services in Central Texas, contact 211 or a Seton Behavioral Health Navigator at 512-324-2039

INPATIENT TREATMENT
If you have insurance
• Acute inpatient treatment is often covered or partially covered by insurance, including Medicare; you have the right to know what will be covered and what you will have to pay
• The hospital or facility will help check your insurance coverage before you are admitted; this is a good time to ask about payment plans
• Many insurance companies require “pre-certification,” which means that the hospital staff will give your insurance company information about why you need treatment to make sure your hospital stay will be covered
• Contact customer service at your insurance company to seek answers to the following important treatment questions:
  - What facilities are in-network? What facilities are out-of-network? What is the difference in cost?
  - Are there limits on how long I can be in the hospital or in residential treatment? Are there limits on how often I can be in the hospital or in residential treatment?
  - Am I required to use a facility that is “accredited?” (Accreditation means the treatment facility meets the standards of the accrediting group; you can check to see if the facility is accredited at http://findtreatment.samhsa.gov/locator/home.)
• Average co-pay:
  - Psychiatric Emergency Room: approximately $100 per visit
  - Acute hospitalization, including detox: approximately $175 - $750 per day (some insurance companies may pay a percentage of the co-pay after you have reached your out of pocket maximum; some may also limit the number of days they will pay for in a year, ranging from five to 30 days)
  - Residential treatment: approximately $175 - $750 per day

If you are uninsured
• Many communities in Texas have options for financial support or community-based detox programs; in Central Texas OSAR (Outreach, Screening, Assessment and Referral) can be reached by calling 1-877-9-NO-DRUG
• Some psychiatric hospitals and residential facilities will offer options for financial assistance for the needed treatment
• Most hospitals or facilities will also have an option for private pay, meaning that you do not have to have or use insurance to cover the costs

CALL A BEHAVIORAL HEALTH NAVIGATOR MONDAY THROUGH FRIDAY AT 512-324-2039.
# A GUIDE TO BEHAVIORAL HEALTH

**Important information about your behavioral healthcare options in Central Texas**

**SETON.NET/BEHAVIORALHEALTH**

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<thead>
<tr>
<th>ADULT OUTPATIENT PROGRAMS</th>
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<tbody>
<tr>
<td>Seton Mind Institute Behavioral Health Care</td>
<td>5407 Clay Avenue, Austin, TX 78756</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Northwest Hospital</td>
<td>11111 Research Blvd., Suite 340, Austin, TX 78739</td>
<td>512-324-2039</td>
</tr>
<tr>
<td>Seton Medical Center Williamson</td>
<td>301 Seton Parkway, Suite 103, Round Rock, TX 78680</td>
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<td>UT Counseling and Mental Health Center</td>
<td>Student Services Building, Fifth Floor, 100 E. Dean Keeton St., Austin, TX 78712</td>
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<td>Seton Mind Institute Behavioral Health Care</td>
<td>5407 Clay Avenue, Austin, TX 78756</td>
<td>512-324-2039</td>
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<tr>
<td>Seton Shoal Creek Hospital</td>
<td>3501 Mills Avenue, Austin, TX 78731</td>
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<tr>
<th>GENERATIONS FOR SENIOR ADULTS</th>
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<tr>
<td>Seton Mind Institute</td>
<td>Medical Park Tower, 1301 W 38th St., Suite 700, Austin, TX 78705</td>
<td>512-324-3380</td>
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**IS THIS AN EMERGENCY?**

Call 911 or visit the nearest Emergency Room.

| University Medical Center Brackenridge Psychiatric Emergency Department | 601 East 15th Street, Austin, TX 78701 | 512-324-7993 |

Our Behavioral Health Navigators can provide you with resources for children, adolescents, young adults, adults and seniors. Call 512-324-2039 now.

**SETON.NET/BEHAVIORALHEALTH**

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**Important information about your behavioral healthcare options in Central Texas**

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**Seton Behavioral Health Care**