Online Therapy - Telemental Health

Telemental Health with Insurance

It is important that the student contact the insurance company to determine their benefits. They should call Insurance (number on back of insurance card) and inquire regarding:

1. Verify Insurance Coverage regarding Telemental Health
   1. Is a specific Telemental Health company (ie. MD Live, Teledoc, etc) required to be used?
   2. What is the cost for doing Telemental Health with a local provider vs. using the telehealth company (ie. MD Live, Teledoc, etc)
   3. Are there any COVID-19 exceptions currently regarding Telehealth benefits
      1. If so, when do they end? Community Provider who is providing Telemental Health Services. The websites/Psychology Today, etc. are not current as to who is in-person versus Telemental Health so the best method to confirm is to ask the provider directly. Several of the links to these providers are shown below.
         1. Many are continuing to conduct counseling via Telemental Health.
         2. Opens option to go in person eventually
         3. Opens access to counselors in other parts of Texas who may be a good fit for the student

To Find A Telemental Health Provider

The student has options to explore:

1. Telemental Health Company/Platform (several shown below)
2. Community Provider who is providing Telemental Health Services. The websites/Psychology Today, etc. are not current as to who is in-person versus Telemental Health so the best method to confirm is to ask the counselor directly. Several of the links to these providers are shown below.
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Telemental Health - with Insurance
Call and ask for specific provider they use (sometimes of no cost)
Go on website of insurance company and search for Telemental Health information

- BCBS Texas

10/2021
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https://www.bcbstx.com/find-a-doctor-or-hospital/telemedicine-and-telehealth-services

- **United Healthcare**  
  [https://amwell.com/cm/services/online-therapy/](https://amwell.com/cm/services/online-therapy/)

- **Aetna**  

- **TRICARE**  
  May need a referral from PCP  
  [https://tricare.mil/CoveredServices/IsItCovered/TelementalHealth](https://tricare.mil/CoveredServices/IsItCovered/TelementalHealth)

**Telemental Health Platforms—with or without insurance**

Most of the counselor search websites for local in-person providers now have a feature to search for providers doing Telemental Health. This allows you to search by state and use other filters.  
[www.psychologytoday.com](http://www.psychologytoday.com)  

**Telemental Health ONLY Platforms— with or without insurance**

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<tr>
<th>Provider</th>
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<td>MD Live</td>
<td><a href="https://www.mdlive.com/counseling/">https://www.mdlive.com/counseling/</a></td>
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<td>Teledoc</td>
<td><a href="https://www.teladoc.com/">https://www.teladoc.com/</a></td>
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