Finding a Therapist
February 3, 2021
YLS Wellness Counselor Catherine Banson

To get started in mental health treatment, you should call Yale Mental Health & Counseling (YMHC) at 203-432-0290 between 8:30-5pm to schedule an intake. Intakes can happen over phone or video and take about 45 minutes. For non-acute matters, you should expect to be scheduled for your initial intake interview with a therapist within a few days. There may be greater delays at the start of the academic year due to demand. During times when demand is high YMHC may offer same-day intake appointments.

During the intake, you will be offered treatment at YMHC (limited to academic year; once every other week or so) or possibly a referral to see a therapist through the Magellan Behavioral Health Network. Referrals to Magellan are for once-a-week psychotherapy. It is possible to get medication from a Yale psychiatrist while seeing a Magellan therapist.

If you choose a therapist at YMHC, you may be placed on a waitlist depending on your circumstances and the time of year. Wait times for therapy during the school year range between 4-6 weeks. Waits peak around the start of the terms and exams. YMHC prioritizes more urgent cases based on the initial intake so do not minimize your distress. Urgent cases are often matched with a therapist within a week.

Note: you may also consider group therapy (including CBT for anxiety, grief/loss, DBT for coping skills, making peace with food, LGBTQ, WOC) which can generally be scheduled more quickly. See www.yalehealth.yale.edu/grouptherapy for more information. To sign up for a support group, you should call YMHC at 203-432-0290 between 8:30-5pm or speak to your intake therapist and express your interest in a group.

If during the wait for an appointment, your situation begins to worsen, you have a couple of options:

• Contact an on-call clinician 24 hours per day (weekdays: 203-432-0290) and after hours through Acute Care (203-432-0123) if you need to speak to a clinician urgently.

• Contact your intake therapist to explain that your symptoms or situation worsened. That therapist will talk with you about your options and may be able to have you matched with a therapist sooner.

If you are uncomfortable waiting, please speak to wellness counselor Catherine Banson or Dean Ellen Cosgrove who are happy to contact YMHC on your behalf.

• Catherine Banson -- 203-432-2366; catherine.banson@yale.edu; https://calendly.com/catherine-banson

• Dean Cosgrove -- 203-432-7646; ellen.cosgrove@yale.edu; https://calendly.com/ellen-cosgrove
If you are referred out to a therapist in the community through Magellan, YMHC has to refer you to Magellan. Once that is complete (usually within a week of intake) you then call Magellan (800-327-9228) for a list of providers. (Magellan can recommend providers or you are able to start searching directly after your intake for a Magellan therapist on your own or with Catherine’s help (see below).) Once you have found a therapist and scheduled an appointment, call Magellan for an authorization code to give the therapist (including out of state).

Note: If, at any point, you decide that you prefer a therapist within YMHC, you can reclaim your spot on the waitlist for a YMHC clinician.

Searching for a Magellan provider

Go to Yale Health’s Behavioral Health page; on the right click on Magellan Health Services; find the Providers pull down menu (second from left) and click on Provider Search; choose Behavioral Health Program and enter zip code 06511 (for YLS) or another zip code and choose a distance; and click other filters (e.g. specialty, race, language etc.) then search. Please note that the Magellan benefit does not cover clinicians with an M.D. or A.P.R.N.

If you have trouble finding a therapist with availability, you can call Magellan at 800-327-9228 and ask them to identify providers with openings in their schedule. You may also feel free to contact Catherine for assistance with this process. Catherine has begun to assemble lists of providers (not recommendations) and is more than happy to help you. You can also contact Whitney Randall, a clinical psychologist at MHC who helps students navigate Magellan, at 203-432-0290, whitney.randall@yale.edu.

You may also decide to use the following databases for finding mental health professionals, cross-referencing with Magellan if you want an in-network provider.

• psychologytoday.com

• therapyden.com

• mytrucircle.com

• inclusivetherapists.com

• ourselvesblack.com

• therapyincolor.org

• melaninandmentalhealth.com
• ngttcn.com (national queer and trans therapists of color)

• therapyforlatinx.com

• therapyforblackgirls.com

• asianmhc.org